

## GULF ISLANDS SCHOOL DISTRICT A CASE STUDY

Empowering Education:  
The Impact of VOIP in Multi-Site Districts



### INTRODUCTION

The Gulf Islands School District is located in the Salish Sea (Strait of Georgia) and is home to five island communities: Salt Spring, Pender, Galiano, Mayne, and Saturna islands. The District currently serves approximately 1500 students.

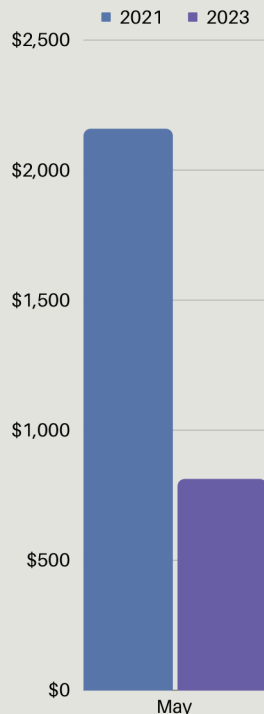
### OVERVIEW

#### Challenges

- 10 Remote Locations
- Outdated Infrastructure
- No Off-Site Support
- High Existing Costs
- Limited Technical Staff

#### Benefits

- Cost Reduced by ~60%
- Enhanced IT Support
- Simplified Accounting Billing
- Automated Flow for Bus Changes, Closures, etc
- Remote Backup and Failover



### THE CHALLENGE

The Gulf Islands School District encompasses over 10 sites scattered across five of the Gulf Islands, each with varying challenges. The presence of aging analog infrastructure, combined with logistical challenges for servicing these locations, has led to inconsistencies and inefficiencies in their communication services.

Furthermore, the outdated systems within district facilities demand prompt attention. The existing Bogen system's mapping is neither easily serviced nor efficient for everyday tasks, staff relocations, or emergency situations. Therefore, addressing this issue has become an imperative need.

### THE SOLUTION

Ultimac collaborated with the district's IT department to determine the most suitable telephony solution. Under Ultimac's guidance:

- The district created and managed effective network mapping and rules.
- Implemented a Cloud Hosted 3CX PBX solution, chosen for its ideal fit.
- Initial training for administrators and secretaries, with ongoing 'on-demand' training.
- Provided 24-hour support, including out-of-office hours and holidays.

For most sites, a uniform infrastructure was swiftly deployed within just one day, which was a significant improvement. Traditionally, phone, fax, and paging systems are distinct. However, thanks to the flexibility of the Cloud Hosted 3CX PBX solution, the district's installation not only enhanced phone and faxing accuracy and efficiency but also rejuvenated the Bogen paging system. This revival was made possible by the addition of a device that enables direct paging from any of the site's phones, greatly improving overall communication and convenience.

### THE RESULT

Telephony across the district has seen significant enhancements! In-district calls no longer incur long-distance charges, and the use of softphone apps enables team leaders to remain connected while on the move. Accommodating staff relocating between sites has become a smooth process. The cost-effectiveness has dramatically improved, with usage bills now just a fraction of their previous costs. Maintenance requirements are minimal, and the district has transitioned to handling all maintenance in-house, eliminating the need for multiple vendors and their associated service bills.

"The implementation of our VOIP system has made communication more convenient and user-friendly. The system is also low maintenance. Ultimac is responsive to issues and willing to assist end-users when they need help."



**Marc Wright**

Information Technology Manager, SD 64