



Featured Client Story: School District 155

Making Everyone Happy: How the District Achieved This Elusive Goal with Their New Phone System

The Challenge

George DiVenere, Director of Technology, for High School District 155 in Crystal Lake, IL has a challenging job. It is a significant task to meet the ever-escalating technology requirements of a large district with multifaceted needs. The district, under the leadership of Superintendent Dr. Jill Hawk, incorporates four sprawling high schools and an alternate education campus, covers more than 68 square miles and serves more than 7,000 students.

Last year, George discovered that district educators and administrators were hampered by a poor phone system. Their system was composed of disparate aging equipment and software resulting in all the usual problems: poor call quality, spotty emergency performance, mounting maintenance costs, a severely limited ability to make changes and a host of frustrated users. Something had to be done.

The Plan

Developing a plan to select and implement a new phone system presented a complex task because there were many technical and operational requirements to consider - and many people throughout the district to please. Busy teachers and administrators have limited time and patience to devote to learning about a new phone system so making implementation easy and convenient was an important consideration.

Using his extensive technology background, input from the district's feeder schools and thorough research, George moved ahead. There were three overarching priorities that drove the evaluation and the final decision (*selecting from several vendors*): (1) the value proposition, ensuring the district got the most for their money, (2) the service, ensuring that installation, training and on-going maintenance were all in good hands, and (3) standardization, ensuring that the same equipment was used throughout the district but with the ability to customize as needed.

About Medlin Communications

Founded in 1989, Medlin is a leading provider of technology, security and low voltage services as well as Retail store operations and business relocation services. We serve commercial and government clients. Our extensive experience and proven approach to delivering high quality services has enabled us to enjoy consistently strong client satisfaction ratings as we design, install and maintain solutions.

We deliver a full range of solutions focused on voice and data integration as well as technical infrastructure requirements to help clients achieve exceptional results.

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The Solution

Medlin Communications, Inc. was selected as the partner to help the district get their new system in place. Medlin's blend of proven experience and technical expertise was just what was needed to successfully complete the project. George notes that he appreciates a number of factors about Medlin's style of doing business which include:

- Flexibility – and the ability to work with the district's budget and funding requirements and range of unique needs;
- Effective communications—and the way Medlin professionals stayed in touch during the selection process while offering easy-to-understand options including ways to leverage legacy assets
- Professionalism – and the thoughtful insight and guidance about equipment and service options as well as the high-quality implementation services that were delivered throughout the process.

“Making our project a success depended on picking the right system and the right people to implement it. We are very pleased with Medlin Communications; they delivered on both of our requirements. I have received many favorable comments from happy users, including our district superintendent, about the features of the new system and how easy it is to use.”

**George DiVenere,
Director of Technology**

The primary components of the new systems include an Asterisk PBX system using Xorcom and Cisco equipment deployed across six geographically disparate facilities. More than 400 phones were installed that provide essential features such as Voicemail to Email, Find Me / Follow Me, and highly flexible call routing. The solution provides the district with a unified call plan so the various schools can dial and transfer between facilities just as if they are in the same location as well as providing excellent emergency service capabilities. Moreover, Medlin provides the district with on-going maintenance at significant savings - one that beats other market alternatives by more than fifty-percent.

The Medlin Communications solution ultimately delivered the best value proposition and service, enabled the district to achieve their goal of standardization – and, perhaps most important of all, helped George create a lot of happy users.

Medlin Communications, Inc.
www.medlininc.com or call 1-800.4MEDLIN