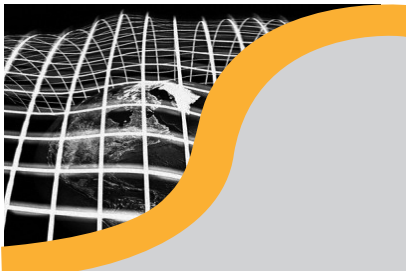




School District Reduces Costs and Improves Efficiency with IP Telephony Solutions



425.274.1121 fax.425.274.1123
info@cyberstreams.com



"CyberStreams has been great - someone who could offer great telephone support and yet still be able to make a trip if necessary. They let us know about new products and help implement them as needed."

-Marc Porter, Sr. Network Support Specialist, Eastmont School District-

Why Cyberstreams?

"I would highly recommend it to other schools, not only is it (3Com Education Module) easy to use, but it has been extremely effective in the communication aspects of the parents. We definitely not only **save money**, but a tremendous amount of **time**."

-Marc Porter, Sr. Network Support Specialist, Eastmont School District-

THE CHALLENGE

School Districts face many challenges. Large volumes of unexcused absences and tardies make it difficult to contact parents in a timely fashion. Late fees and fines delay student registration. The ability to communicate with parents quickly in the event of an emergency.

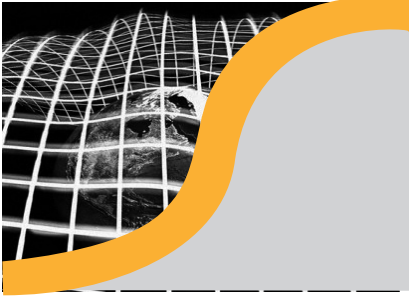
Like many schools across the U.S., Eastmont School District was looking to improve student performance, by enabling more effective communication between faculty and parents. Rapidly growing with a region population of 75,000 and current enrollment of 5,400 students in grades K-12, the need for an improved way of communication became a high priority. One of the largest struggles has been their location in East Wenatchee, 150 miles away from the closest technical support.

SOLUTION

Implementing a district-wide IP voice infrastructure was necessary to decrease operational costs, increase security, decrease administration time, and increase school-parent communication.

- 3Com IP Telephony system: Using a combination of the NBX V5000 and the NBX V3000 enables centralized management and individual site redundancy. 3com, a proven networking pioneer, provides state of the art IP communications from experience that delivers reliable data and voice technology.
- The 3Com Education Module: Advanced 911 and malicious call notification features boost safety; outbound call and email notification functionality keeps parents informed uniting students, parents, and teachers!

TELECOM



"Secretaries have recovered a significantly greater amount of fees and fines quicker than years past, utilizing the Education Module to call parents directly instead of just written late notices"
- Doug Clay, Technology Coordinator -

BENEFITS

Eastmont School District has been able to reduce their overall administration time significantly with the 3Com IP Telephony solution and CyberStreams. Like many school districts they have only a few technical support staff that are required to manage all voice and data infrastructure. 3Com's solution offers the ease of use and reliability they require to fit into their busy schedules. The school district simply needs a solution that consistently performs!

The 3Com NBX platform provides redundancy at each location. In the event the district experiences network connectivity issues, the individual NBX V3000s automatically provide local call routing and management.

Web based GUIs for administrators and users allow for access from anywhere on or off the geographically dispersed network! There is no need for the staff to make end user changes. Users are able to personalize voicemail greetings, call forwarding preferences, and voicemail notifications from anywhere.

- Reduces operational costs and saves administrative time
- Increases effective & efficient communication
- Reliable and easy to use

The attendance notification feature of the Education Module enables the school district to notify parents of absences and tardies via a voice recorded message or email in the evenings when they are most likely to connect with the parent. The system provides a report of contacts which notes time and format. For instance, the system knows whether it delivered the message to a person or a voicemail. These are great conversation points at the parent teacher conferences. Essentially, this tool engages the parents, increases district wide attendance numbers, and improves the education experience for each student and family.

Not only can the system report an absent student directly to the parents, but it can be customized to notify parents of PTA meetings, fines and fees associated with their student, and special school events. While located in an ethnically diverse community, Eastmont has been able to pre-schedule dial lists in multiple languages, which improves the ability to effectively connect and communicate to all of the parents in the community.

"It is so simple, anybody to whom we have shown the interface can find their way around and make the changes they want. We sit with them for 5-10 minutes...that is all it takes. It's just very intuitive."

Why 3Com?

*"With 3Com, I feel we get the **most value** for our money! It is not only going to benefit the school, but also going to benefit the community."*

-Marc Porter, Sr. Network Support Specialist-