



Palm Beach County School District

The fourth largest school district in Florida, the ninth largest in the nation, the school district of Palm Beach County serves over 170,000 students in 162 elementary, middle, high, and special interest schools. Through partnerships with community organizations, the district continues to be recognized for staying in the vanguard of education reform in Florida and nationwide. Recently, the District was named among the top three school districts of its size in the nation by business monthly magazine *Expansion Management*. The district has received national acclaim for its school safety and school culture programs, as well as state recognition for “small, efficient administration” and “maximum dollars spent in classrooms.” To learn more, visit www.palmbeach.k12.fl.us/.

Challenge

Like many public school systems today, the Palm Beach County School District was faced with a challenging environment and situation. The District’s top priority was to provide a safe and high quality learning experience for each of its students from a highly-diverse population, while working within a tight, fixed budget. To ensure this learning environment, the Palm Beach County School District knew it had to provide enhanced IT-based services for its students and parents — services that were reliable and user-friendly.

All of the county’s 150+ locations were supported by standalone communications systems with an independent set of features and functions. With these separate systems, school processes and services could not be efficiently and consistently implemented. Furthermore, the older technology could not support today’s public safety needs. For example, it was difficult for parents to reach teachers to discuss their children’s educational progress. And, because the elementary schools received their dial tones from the high school, if someone called 911, the high school address would show up on the dispatcher’s screen, an extra step that may prove significant during an actual emergency.

The IT department has a mission that reflects its priorities: “Technology for their future, not our past.” To move into the future, the district investigated how to best deliver the desired communications services while staying on budget.

“The flexibility of the Avaya solution was important to us. As a school district, we have a set budget each year, so we’re not in a position to do a one-shot cutover. Avaya allows us to migrate to IP at our own pace, a few schools at a time.”

John Dierdorff, Voice/Data Supervisor

Solution

The district chose an Avaya IP Telephony solution, leveraging its prior investment in Avaya systems by migrating in a multi-year, phased approach. The Avaya solution supports a number of innovative applications including transportation notification, E911 emergency notification and enhanced conferencing.

Applications and Services	
<ul style="list-style-type: none">• Avaya Communication Manager• Avaya Interactive Response• Avaya Meeting Exchange™ (including Avaya CS700)• RedSky Emergency Notification software• Vicore Transportation Notification application• Avaya S8300 Media Servers with Local Survivable Processor	<ul style="list-style-type: none">• Avaya S8700 Media Server• Avaya S8500 Media Servers• Avaya 4600-series IP Telephones• Avaya 2400-series Digital Telephones• Avaya IP Readiness Assessment• Avaya Network Assessment Services• Avaya Remote Plus Parts Maintenance

Results

- **Enhanced student and staff safety** with new IP functionality and E911 notification. This application automatically provides the exact location of the caller making an E911 call.
- **Enhanced transportation experience for special needs students and their parents.** A transportation notification application links Global Positioning Service equipment installed on school buses with Avaya systems. Now, parents can get up-to-date information on bus locations and estimated arrival times, either via automatic outbound notification or by dialing into the system.
- **Enhanced conferencing capabilities** enable a four-fold increase in the number of homebound and hospitalized students able to dial-in for continued learning.
- **Decreased network and maintenance costs** for a shorter payback timeframe.
 - \$1.5 million in annual savings for T1 trunking charges
 - 40 percent savings in monthly maintenance charges
- **Investment protection** with nearly 85 percent of Avaya communications infrastructure reused in the new IP Telephony solution.

For a more in-depth description of this customer's Avaya solution, go to avaya.com and click on "Read All Case Studies."

