



District implements leading-edge communication and emergency notification systems with help from Eastern DataComm.

Park Ridge (NJ) School District

The Park Ridge School District comprises three schools with more than 1,200 students from pre-kindergarten through grade 12. In light of events like Super Storm Sandy and The Sandy Hook Elementary School Shooting, Park Ridge School District worked diligently to implement and enhance their phone system as well as their communication and emergency notification technologies, relying on the expertise of the Eastern DataComm team to strategize and execute against this goal.

The Challenge

Aging Analog Phone Systems

District officials needed to address the limitations of an on-premise PBX phone system. The system didn't support basic features such as voicemail, and phones could only be placed in common areas like offices and the teachers' lounge. Infrastructure issues made it cost-prohibitive to wire buildings for classroom phones.

Ineffective School and District-Wide Communication Systems

While they were making every effort to most productively utilize their current system, the district knew they had to take steps to implement the most up-to-date, effective, and efficient technology solutions for emergency notification and communication.



How Park Ridge School District Officials Describe the Experience

"We first started working with Eastern DataComm more than 15 years ago... The products are very good and their service is great! When we run drills, I get both a text message and a phone call – and it happens the instant when something is triggered. We've been using it now for several months and it's been working great."

-Bob Wright,
Business Administrator for the Park Ridge Board of Education

An Eastern DataComm Success Story:

Park Ridge School District

Park Ridge, NJ

Schools: 3

Students: 1,257

Teachers: 124

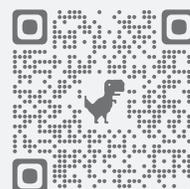
Challenges



Failing analog phone system with limited features that could not be expanded beyond phones in common areas



Desire for a more effective solution to emergency notification and communication needs



To read the additional details of this case study, scan this QR Code.



"It's been a very good relationship... If you do have an issue, the Eastern DataComm team will respond to you same day -- which is almost unheard of, especially in the telecommunications industry."

- Bob Wright, Business Administrator for the Park Ridge Board of Education

The Eastern DataComm Solution

Enhancing Phone Communication with a Mitel VoIP Phone System

Eastern DataComm recommended a Mitel Voice-over-IP system that delivers far more flexible communications than the analog system. The cabling supports multiple users and devices, making it possible to put phones in every classroom without running individual cables.

Added Benefits to an Enhanced Mitel VoIP Phone System

The new phone system operates over an IP network, integrating paging and intercom applications and dramatically improving emergency notification capabilities in all buildings. All phones have an interface that allows teachers, administrators, and staff to use a telephone handset to page someone or make building-wide announcements.

The Lockdown and Emergency Notification System (LENS) for Urgent, District-Wide Communications

Now, more advanced safety features could operate in unison with the newly installed phone system, including Eastern DataComm's Lockdown and Emergency Notification System (LENS). The system uses a proprietary controller to link the Mitel phone system with other LENS components including:

- Intercoms
- LED Beacons
- Sign Boards

LENS allows teachers, staff, or administrators to quickly begin lockdown, evacuation, or shelter-in-place procedures. The LENS Solution can be initiated from any school phone or any of the activation buttons installed in common areas.

Once activated, the system initiates screen-pop alerts on phones throughout all school buildings and the Board of Education office, along with intercom audio messages, strobe lights, and LED signboard messages. A wireless radio component ensures that the notification reaches all outdoor spaces, including parking lots and sports fields. An emergency notification also triggers automatic calls to 911, police, and fire departments. LENS brings all of these processes together to provide a comprehensive, seamless approach to emergency notification that is as rapid and effective as possible.

Solution at-a-Glance

Eastern DataComm created a streamlined way to address Park Ridge School District's concerns including:



District-wide Mitel VoIP phone and intercom system for more efficient communication



Comprehensive Lockdown and Emergency Notification System (LENS) for school and district wide emergency communication



Pre-recorded emergency announcements and LED signs and beacons



Simultaneous calls to 911 and police



Near instantaneous lock-downs and shelter-in-place



Resolve Your Communication and Security Technology Challenges with Eastern DataComm

If your district is encountering challenges like the ones that Park Ridge School District faced, contact Eastern DataComm for a complimentary School Safety Consultation.