



Eastern DataComm helped Hawkswood School replace a problem-ridden hosted phone system with a state-of-the-art Mitel Unified Communications platform.

Hawkswood School

Hawkswood School in Eatontown, NJ, provides special education services to students aged 3 through 21 who have multiple, complex disabilities.

Eastern DataComm supported Hawkswood School in eliminating a poorly functioning hosted telecommunication system, gaining a state-of-the-art Mitel platform, critical safety features, and expert local support. In addition, Eastern DataComm forged a collaborative relationship with school officials to ensure proper training of stakeholders and swift implementation of the solutions that addressed their unique needs.

The Challenge

Slow Installation and Mixed Results

Hawkswood School had a telecommunications system installed prior to reaching out to Eastern DataComm. Instead of a smooth and efficient installation process, Hawkswood experienced vendor delay after vendor delay. This resulted in ineffective phone service, among a host of other issues that seemed to accumulate with time.

Network Connectivity and Firewall Issues

The previous systems installation produced significant communications challenges, including network connectivity problems and firewall issues. Eastern DataComm stepped in to resolve these issues to get Hawkswood back on track with their communications goals.

Unreliable Phone System Led to Safety Concerns

Calling 911 or any outside number was a challenge with the previous, unreliable system. And because every second counts in an emergency, this issue was one that simply couldn't be ignored.

Inconsistent Support and Training

Hawkswood found themselves working with third-party technicians to troubleshoot the problems they experienced, but found no success. Further, the staff and key stakeholders were not trained to effectively use the system. They needed a technology partner, not just a vendor.

An Eastern DataComm Success Story:

Hawkswood School

Hunterdon County, NJ

Schools: 1

Students: 129

Teachers: 21

Challenges



Unreliable support from a prior technology vendor left the Hawkswood School with an ill-fitting solution that didn't address their safety, network, and telecommunication needs



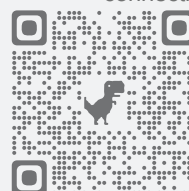
Confusing, problem-ridden previously-installed phone system presented unnecessary challenges for less tech-savvy users



A slow installation process with the previous technology vendor extended timelines and resulted in even greater challenges due to phones that didn't work and issues with poor connectivity



Ability to respond consistently and efficiently during an emergency situation was negatively impacted by the previous system and network connectivity issues



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



"We did a walk around first and Eastern DataComm determined what types of phones we needed. Everything went really smoothly and it didn't take long... I feel like the Eastern DataComm/Mitel combo is a great deal. They work hand-in-hand very well."

- Cody Hochstrasser, IT Technician Hawkswood School

The Eastern DataComm Solution

A More Efficient and Cost-Effective Solution

After analyzing the school's needs, the Eastern DataComm team recommended a Mitel Unified Communications system. Additionally, by switching telecom carriers, the school could offset the cost of the equipment and reduce the school's monthly telecom expense.

Ongoing Network Problems Solved

Eastern DataComm's core expertise in data network infrastructure supported the selection and implementation of the unified communications system. On account of the team's experience in this area, the school's network problems were also resolved.



Safety and Emergency Response Integration

In addition to enabling group paging using the new Mitel phones, the system can connect with overhead paging systems. Eastern DataComm implemented an E911 solution so that staff can quickly reach first responders in an emergency and office staff can see who dialed 911.

Supportive Training and Ongoing Support

Eastern DataComm provided end-user and administrator training. Hawkswood has been extremely pleased with Eastern DataComm's consultative and diagnostic approach, where they receive responsive support from a solutions provider who was and continues to be with them every step of the way.

Solution at-a-Glance



Enabled school to offset the cost of the solution while reducing its monthly telecom spend



Provided seamless implementation, enabling rapid time-to-value of the Mitel platform



Resolved connectivity problems between the school's buildings



Ensured safety functionality with the new Mitel system, such as group and overhead paging and E911 capabilities



Facilitated ease of use by taking advantage of directory and call-handling features



Resolve Your Communication And Security Challenges With Eastern DataComm

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