



Replacing POTS with VoIP improved capabilities, reduced costs for a national education provider

Challenges

- Sites were supported using legacy PBX phone systems and typically only two analog POTS lines; the customer preferred to retain this platform to reduce capital expenditure for equipment upgrades and avoid the need to train employees on new phone interfaces
- The footprint required a patchwork of carriers, and continuous expansion demanded a solution that enabled ease, efficiency and scalability to keep pace with ongoing acquisition of new locations
- A proactive replacement was a priority as the cost of maintaining POTS lines was rising in some regions, and service was becoming inconsistent, with long waits for maintenance and new service for acquired facilities
- Bandwidth requirements were increasing – accelerated by the rise of remote learning due to the COVID-19 pandemic – ranging from 10 Mbps up to 100 Mbps per location
- School administrators found it difficult to update call forwarding and change voicemail greetings to handle unexpected school delays or closures

Solutions

- Granite recommended a hosted voice solution to replace POTS lines leveraging Granite's fully redundant, geographically diverse backbone network, and provide convenient, centralized management through the Granite web portal
- The VoIP solution was facilitated by a Poly OBi ATA (analog telephone adapter) and cable internet access; this approach allowed the customer to retain existing equipment, avoiding capital expenditure
- At 200 locations where cable was unavailable or uneconomical due to construction cost, Granite provided a DIA solution that met or exceeded learning center bandwidth requirements
- Granite managed rollout of the network upgrade, including equipment delivery, installation, cabling where required and connection, and porting of the existing local numbers to the new solution, ensuring a seamless transition
- To minimize the need for increased customer IT staff, Granite provided turnkey onboarding of new locations, including securing devices, shipping, installation and porting of numbers

Customer Profile

Industry

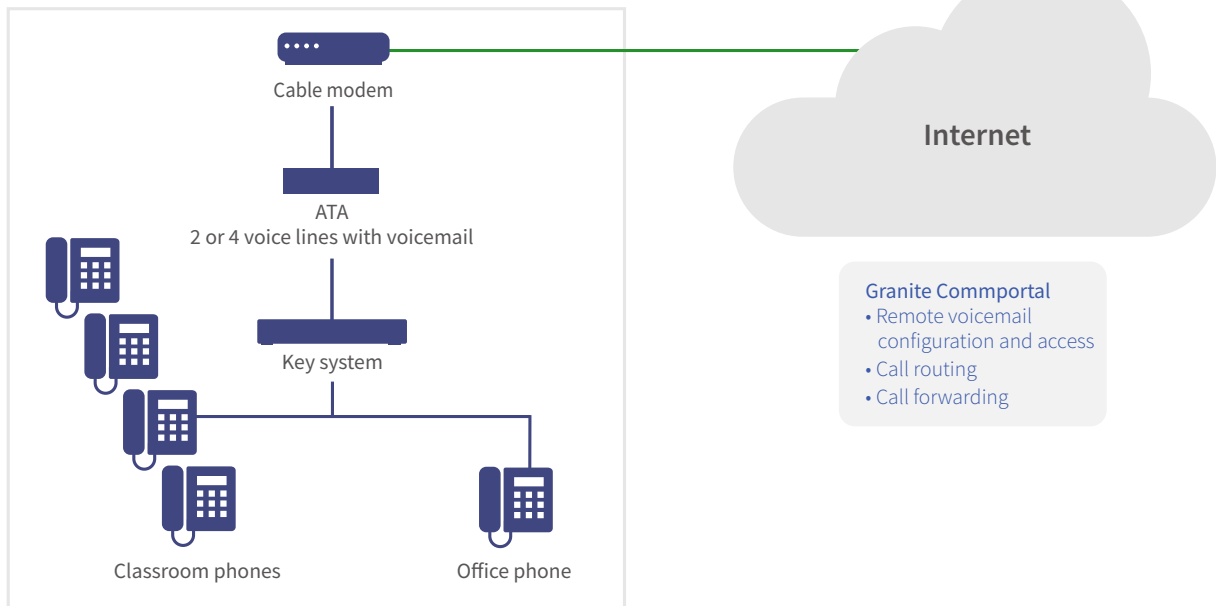
Education

About

- One of the largest providers of childcare and early childhood education in North America
- Over 750 locations nationwide
- New locations being added continuously

Solutions *(continued)*

School building



Results

- Granite Managed Field Services completed the rollout to over 750 locations in under a year with minimal downtime and nominal time required from customer IT staff or school administrators
- The hosted voice solution delivers significant cost savings, while providing higher bandwidth and greater reliability across the footprint
- By aggregating dozens of access providers into a single bill, Granite simplified expense management and bill reconciliations
- Although the customer had not focused on the value-add of hosted voice features, school administrators have found significant benefit in being able to trigger call forwarding from any location using the online administrator portal; this new functionality makes it much easier for front-line staff to manage communications in the event of unexpected closures or delays, or during periods of remote learning