

Mingus Union High School District

High school district replaces premise-based phone system with cloud telephone solution for added flexibility and cost savings.

Mingus Union High School District (MUHSD), located at the base of Mingus Mountain in Cottonwood, Arizona, serves high school students from Cottonwood, Jerome, Clarkdale and other surrounding communities in the Verde Valley. MUHSD, home of the Marauders, with approximately 1300 students, had renovated its campus several years ago, which included refurbishing their main gym, renovating classrooms, building a new library and a new auditorium, and installation of a new track and field complex. This was all made possible through a bond election passed by the Verde Valley Community. However, there was not enough funding to address updating the technology infrastructure, including the phone system.

Despite their renovations, MUHSD was also confronted with an outdated premise-based telephone system. The system's support had expired and MUHSD was at risk of losing communications - with costly ramifications. MUHSD wanted to replace their dated phone system with new technology, but also needed something that would be cost effective and easy to maintain. As they began to look for a new premise-based system, cloud technology became the obvious direction for them for several reasons; limited IT personnel, purchase cost, and total cost of ownership.

Difficult and unreliable

MUHSD was experiencing telephone system issues. Due to its age, the system was increasingly difficult to manage and hard to use. Knowing their system was at risk, and with no support to maintain it, MUHS felt vulnerable. If the system failed, it could take weeks or months for a replacement to be installed, at a significant cost.

Client Case Study At A Glance



Mingus Union
High School District #4

Problem:

MUHSD had an outdated premise-based system that was costly and difficult to maintain. MUHSD began to experience issues with their phone system and, with no support to maintain it, MUHSD was at risk of losing communications with costly ramifications.

Solution:

Crexendo was able to create a solution that provided MUHSD with the flexibility, functionality and added features the school required. Crexendo was able to offer MUHSD significant cost savings on their monthly telecom, giving them a cost effective solution that was able to be implemented in time for the start of the school year.

Key Value Drivers:

- Cost
- E-RATE Compliance
- Flexibility
- Urgency

They needed a reliable system that could be implemented in a short timeframe. After thorough review, it made “financial and technological sense” to move to the cloud, commented Finance Director Kirk Waddle. MUHSD was very cautious and began to thin the list of cloud solution vendors. A new communications system had to fulfill many requirements including:

- Flexibility, including the ability to make changes readily and with ease
- E-RATE compliance
- Short implementation timeframe
- Minimal capital investment with long-term cost containment
- External paging integration

Cost Effective Quality

The MUHSD 2014-2015 school year was quickly approaching. Installation and implementation had to be completed before school started. This deadline helped them narrow their choice of providers, as some systems required up to six months to deploy. Crexendo’s solution was not only the most feature-rich and financially affordable, but the implementation time-frame was not an issue for Crexendo’s experienced team.

Crexendo’s solution also offered full resiliency and redundancy via our custom designed, environmentally controlled, secure-cloud, data-center infrastructure. “Crexendo’s expertise, knowledge in phone systems, and willingness to devote the time and effort to address the concerns of the school district became deciding factors during our assessment process,” stated Superintendent Dr. Paul Tighe. After speaking with several of Crexendo’s cloud experts, MUHSD selected Crexendo’s Cloud Solution. Shortly after implementation, Superintendent Dr. Paul Tighe stated, “We felt like we made the right decision. The system is meeting our needs and the responsiveness of Crexendo’s team has been great.”

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- Dr. Paul Tighe,
Superintendent

Although many commercially available telecommunications services are eligible for discounts through the E-RATE program, the list of eligible products and services can change each funding year. The 2014 E-RATE deadline had passed before experiencing phone system issues, but MUHSD still needed to have a solution that would provide them with long term cost savings and flexibility, and was E-RATE qualified for future years. MUHSD's nominal upfront investment will have a short payback period, mainly due to savings in long distance charges eliminated with the new system.

Results

As MUHSD shared their requirements, Crexendo was able to create a solution that conserved their budget and offered them exceptional flexibility with a great feature set. "Crexendo's system gave us peace of mind knowing that the cloud solution was not going to quickly become obsolete and there was external expertise managing it," commented school Superintendent Dr. Paul Tighe. Along with the immediate cost savings of eliminating local dial-tone and long distance expenses, MUHSD was able to eliminate fax machines and reduce fax costs with Crexendo's Cloud Fax functionality. Because Crexendo's Cloud Communication platform is easy to configure and use, it was a welcome solution for the IT support staff at MUHSD.

With the Crexendo solution, MUHSD saved a significant amount on their monthly telecom while providing the added features and functionality the district required. By reducing costs, eliminating premise-based risks, and completing the implementation on time, the Crexendo Cloud Telephone solution proved to be the perfect fit for MUHSD.

