

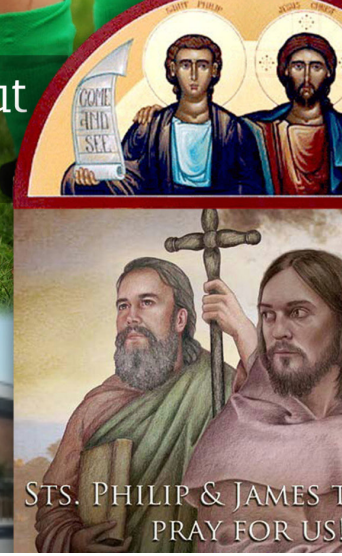


Case Study

simple powerful secure

"Winning is not everything but making the effort to win is."

-Vince Lombardi



Saints Philip and James Catholic School

A forward thinking institution that believes technology can be used to help shape their future.

Challenge

With a strong infrastructure already in place, they desired to update their telephone system and unify the management and operation of their three locations that are spread across the township of Phillipsburg, NJ. The school/church wanted a company to delve into their technology situation and give suggestions as to how they could leverage new technology to communicate easily and more effectively. They were cognizant that as technology continues to evolve, so do their classroom and administrative requirements. Schools and houses of worship are more high-tech than ever, and St Philip and James wanted to be a leader regarding that trend.

Why they chose sipIQ

sipIQ listened to what St Philip and James wanted to bring to the future of their school, church, and rectory. sipIQ took inventory of the existing technology and infrastructure at the three sites and offered a solution as to how the school could move forward in their plans to unify the three sites and offer a complete solution. Between the three sites St Philip and James wanted to tie together desktop handsets, conference phones, Wi-Fi handsets, announcements, digital faxing, analog faxing, voicemail to email and cell phones. Right out of the box, all of these could be unified under the sipIQ platform, fully managed and technologically sound using Managed Services provided by sipIQ.

After a thorough technological audit, sipIQ helped select new IP phones, Wi-Fi handsets and configure ATA devices to replace older equipment and fill in where new equipment was needed. The sipIQ team also went the extra mile by installing all of the new equipment, configuring a full suite of network monitoring software and providing documentation and training for users on the new system.



"St Philip and James was looking for a solution to meet our changing and growing technology needs. We found our solution with sipIQ. It has been a pleasure to partner with sipIQ as we have gone through the initial needs assessment, installation, implementation, and now support phase. They are always there when we call."

-Cathy Steigerwalt, St Philip and James Church





How the product has improved their experience

The sipIQ hybrid architecture was implemented in order to provide a truly “high available” system at all three sites. This configuration allows St Philip and James to operate without interruption during ISP outages, power outages, and even during a recent flood. In the event of a local outage, calls can still flow through other locations, and the entire system is mirrored in sipIQ’s private cloud.

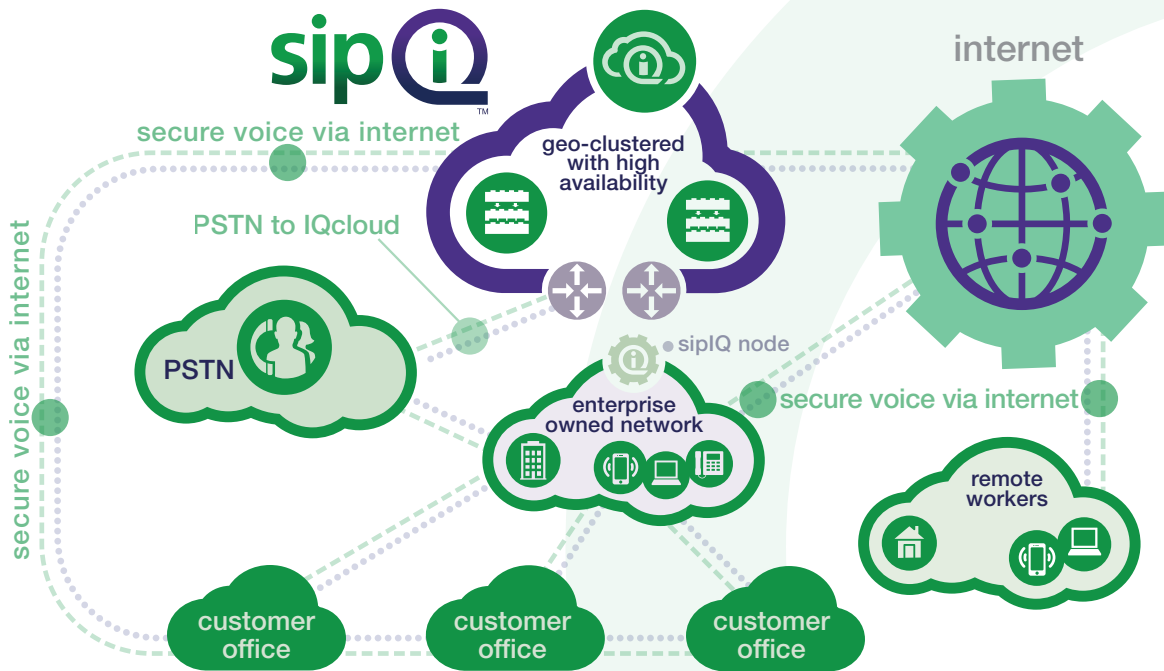
The school decided to switch their phone extensions to sipIQ’s cost-effective cloud solution, IQcloud. They no longer have to worry about the significant costs of managing and maintaining an on-premise solution, and any hardware onsite needed to connect to the cloud came with the package they chose. The school, church and rectory now have individual voicemail, digital faxing, an auto attendant, call routing, paging and conferencing. Additionally, this feature-rich phone system is monitored 24/7 by sipIQ’s 100% US based staff without having to pay for moves, adds, changes, enhancements or updates.

Successful groups and companies are always looking for new ways to do more with less – keeping their operations flexible, innovative and competitive without driving up operating costs and capital expenses. sipIQ’s IQcloud solution is a simple to use, powerful communications tool that has enabled St Philip and James to communicate effectively and efficiently. Their new Phone system creates a seamless experience for their faculty, congregation and students regardless of their locations or devices.

Their experience with sipIQ

Choosing sipIQ put communications at the forefront for St Philip and James School. The school system continually benefits from the unification of the telephone system and the fixed operating cost sipIQ provides. With a fully managed system, St Philip and James does not require any internal resources to support or maintain their telephone system. Going forward, the school can continue to rely on the sipIQ team to discuss ongoing needs, and to consider where things are going, and how sipIQ can help the school/church in the future.

This is how sipIQ works...



See how sipIQ can work for you. www.sipiq.com