

# Matrix Integration Answers the “Call” for a Unified Communications Infrastructure

**CASE STUDY:**  
**Monroe County Community School Corporation**  
– Bloomington, Indiana

## CUSTOMER PROFILE

The Monroe County Community School Corporation (MCCSC) is a large, public education district in Bloomington, Indiana. The 40 square mile district encompasses primary, secondary and adult/alternative education buildings as well as related transportation and administrative services in Monroe County, Indiana.



## The Situation

The last thing a parent expects to hear when contacting their child’s school is a busy signal, or, worse, to have their call dropped all together. But both scenarios were unfortunate possibilities in the late ‘90’s if you were one of the thousands of daily callers trying to reach the MCCSC. The district’s vision for strong partnerships between staff and the community was severely challenged by a painfully outdated phone system that, especially in lieu of heightened security concerns, was proving increasingly inefficient.

The MCCSC’s phone system, spread over three different providers, was plagued with various issues. Some schools were forced to write notes to teachers and stuff them into slots since 75% of classrooms didn’t even have handsets.

“Voicemail, if it existed in a building, could be a nightmare for teachers who roamed between schools,” explains Mike Satterfield, Monroe’s Senior Network Engineer. “He or she might have extension 256 in one building but extension 247 in another. Teacher’s don’t need those added headaches and neither do the parents trying to reach them.”

Out-of-control maintenance costs were partially due to reactive instead of proactive management, with each building controlling their own expenditures, no centralized accounting system and inexperienced lay personnel in each individual building often designated as “fix-it” staff. A possible solution to correct an antiquated situation in one location might cost tens of thousands of dollars and the solution might not even work in the next location.

The MCCSC understood that they needed a reliable, cost-efficient, centralized telecommunications system. In order to transform their system, they would require experienced voice and data IT architects to help them modernize. Luckily, they knew just where to look for advice.

## The Solution

Local provider Matrix Integration is known for their expertise in the education vertical. Big Ten schools such as Indiana University have relied on Matrix Integration for their IT solutions for many years. And the MCCSC has worked with Matrix Integration on various other technology solutions for nearly 20 years.

When the MCCSC consulted Matrix Integration about their telephony issue in 2004, Matrix suggested the district conduct a telecommunications circuit 90-day “snapshot” study as the first step.

“We wanted to gather information on call volume and calling periods to the outside community and within schools and district-owned buildings to help us determine current costs,” explains Erik Mosier, Matrix Integration Solution Architect. “The idea was to optimize the future system to make sure there wasn’t overload.”

The results of the study ultimately lead Matrix Integration to suggest a multi-vendor, district-wide telecommunications system for the MCCSC. It would use HP 5400 series networking switches for core routing with a mix of HP 2600 and 2810 series for edge switches as they rolled out the handsets.

The scalable HP switches would team with Cisco's Call Manager enterprise-class telephony system. The entire overhaul would be implemented in phases over a 10-year period in line with the district's incremental budget for system upgrades.

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Mike Satterfield, Senior Network Engineer - MCCSC

## The Results

Matrix Integration's deployment was able to transform the MCCSC's voice and data communications into a solution that now efficiently serves faculty, administration and parents while allowing the district to cut IT telephony expenses. The MCCSC leverages its investments in their data network since it now carries voice traffic. As of January 2011, 16 sites with more than 1,000 handsets have been completed with seven sites and 300 handsets to go. Call volume flows as well as voicemail and intercom systems function beautifully.

One MCCSC IT manager can oversee the entire system, taking the pressure off of the many lay staff that once struggled with telephone maintenance issues. And, as part of the overhaul, Matrix Integration supplies ongoing service including a quarterly system "health check" that covers security updates, patches and monitors call flow.

"HP Networking offers industry standards-based products, rather than proprietary architecture," explains Mosier. "This allows us to provide MCCSC with a 'best-of-breed' telephony system using Cisco Unified Communications while integrating HP Networking switches to decrease the total cost of ownership. With HP Networking's standard lifetime warranty, next-day replacement and other industry advantages, we should be able to realize up to a 55% reduction in total cost of ownership."

Satterfield is very pleased with his new telecommunications system and, equally, the consistent support he receives from the staff at Matrix Integration.

"Erik (Mosier) is my go-to guy. But I'm also comfortable asking questions of other people at Matrix Integration if Erik is tied up elsewhere. It's a real team effort there," he explains.

"With HP Networking there are no service contracts, no charges for shipping or other unforeseen bills like software maintenance and part replacement, which is just incredible," Satterfield continues. "And as we roll out more sites and the process continues, we know Matrix Integration is there for us."

The MCCSC's relationship with Matrix Integration reaches into other market segments, especially when it comes to HP. The district is looking to Matrix Integration for HP server and storage virtualization, blade systems as well as notebooks, laptops and desktops. HP's innovative product line, combined with Matrix Integration's personal level of commitment, keeps the relationship with the MCCSC going strong.

"Matrix Integration has such a great understanding of our network and needs. Their approach goes far beyond the kind of 'fine-tuning' I've experienced with other vendors," sums up Satterfield.

"Our mission is to help our clients succeed," agrees Mosier. He spends at least one day every other week with Satterfield at one of the MCCSC sites. "I do my best to offer solutions to help them achieve their goals."

## About Matrix Integration

*Matrix Integration has been a trusted IT business advisor servicing the higher education, K-12, healthcare, government and commercial verticals for more than 30 years. Specialists in voice and data communication, Matrix Integration offers virtualization, telephony, networking, storage and managed services to clients in the Midwest with some extensions throughout the United States. A "2010 Indiana Company to Watch" winner, Matrix Integration's IT expertise covers network design and logistics through installation and support.*

