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Rochester City Schools, Mitel, ICS Leave No Child Behind



When President George W. Bush proclaimed that as his goal for the nation's education system, Rochester City School District (RCSD) took it to heart by signing a contract to replace their aging communications system in favor of an innovative IP solution from Mitel®. The funds to acquire the Mitel system will be substantially provided by the Federal E-Rate Program. The Rochester City School District currently qualifies for E-Rate reimbursement at the 88 percent level based on the number of free and reduced-price lunches it serves its students. With 60 schools and a number of administrative buildings, RCSD required an IP system that was easy to install and even easier to use. It also had to have the ability to migrate as time and need dictated. That's why RCSD selected Mitel, the trusted provider of IP applications and solutions, and Mitel Solution Partner ICS Telecom to complete the job. Mitel and ICS met with school officials and the RCSD IT team to create a new type of IP communications solution that would enhance open and clear communications between administrators, educators, students and their parents, thus setting the framework for improved classroom results.

Each school will be equipped with one [Mitel 3300 IP Communications Platform \(ICP\)](#) with embedded voice mail with plans to install the [Mitel Live Business Gateway](#), which enables enterprises to implement IP-based solutions through a smooth, intelligent evolution. Working in conjunction with Microsoft® Office Live Communications Server 2005, the combined Mitel and Microsoft offering delivers advanced applications for global communication and collaboration. As many as 7,000 IP phone lines will also be installed.

"Rochester is committed to using modern technological solutions to better serve our students and their families," said Dr. Manuel J. Rivera, superintendent of schools. "We recently transitioned to a new information management system that allows us to more effectively access and share student data in support of teaching and learning. By similarly streamlining our voice network, we can focus our resources on expanding that support for our schools as they work to improve student performance." The IP system also allows the RCSD to utilize a single network for both voice and data rather than two separate networks, resulting in significant cost savings. "We currently have a complete installation of Nortel equipment that has served us well, but we knew we needed to take advantage of innovative Mitel technology to support our goals for student achievement," said Ford Greene, RCSD's chief of information management and technology. "We issued a Request for Proposal, and ICS was awarded the project. We're very excited about seeing what we can do once the new installation is complete."

RCSD—Continued on Next Page

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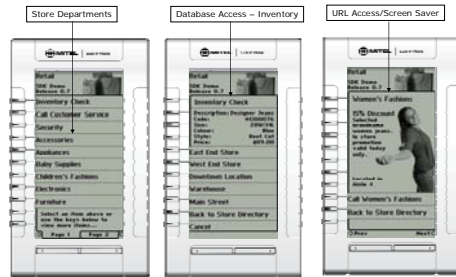
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Paul Butcher, Mitel's president and chief operating officer agreed. "I met with our partners at the RCSD, and they're extremely eager to see how Mitel can assist them in creating even more positive student outcomes than they already enjoy. Mitel has been very successful in the K-12 education marketplace because visionaries like those in Rochester embrace the new over the old." ICS vice president of sales Bob Hanaka, who won the contract on behalf of ICS, added that RCSD is a leader in helping students fulfill their potential. "Increasingly, the opportunity to enhance the day-to-day student experience with the involvement of the entire family unit in achieving positive student outcomes is becoming a focal point. We're proud to be helping Rochester City Schools meet this goal. We can also expect a very noticeable drop in operating expenses," he said. The 3300 ICP is a highly scalable IP-PBX that provides robust call control, extensive features and supports a wide range of innovative desktop devices and applications for medium-to-large enterprises. It is an integral element of the Mitel Networked Business Solutions portfolio of products that: facilitate business wide communications and collaboration, enhance workforce mobility and extend enterprise connectivity, improve client service and contact management, provide tools to manage communications overload, and reduce total cost of ownership. The [Mitel Embedded Voice Mail](#) system is a complete, multi-language, business-grade voice messaging system that offers unparalleled integration and features. The Live Business Gateway enables enterprises to implement IP-based solutions through a smooth, intelligent evolution. Working in conjunction with Live Communications Server 2005, a SIP-based presence and collaboration server, the Mitel / Microsoft partnership delivers advanced applications for global communications and collaboration.



Happy Holidays!

Internet Telephony Magazine Names TOP 100 Voices in IP Communications

ICS Telecom is proud to know three of the recipients of this prestigious award—Jeff Ford, Inter-Tel's Chief Technology Officer, Terry Matthews, Mitel's Chairman, and Don Smith, CEO of Mitel. ICS is a long term partner of both companies—all clearly on the leading edge.

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ICS staff can help you with FiOS—contact us to see if you qualify.