



Douglas County
School District

Industry Focus: Education

Size: 850

Location(s): 14

Allworx Solution:

- 24x Phone System (3)
- 6x Phone System (3)
- 9212 IP Phones (300+)
- Advanced Multi-Site
- Call Assistant

Web Site: www.dcsd.k12.nv.us

Allworx Makes the Grade for Douglas County School District

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Eric Ristine

*Manager of Information Services
Douglas County School District*

About Douglas County School District

Douglas County School District serves the communities of Gardnerville, Minden, and Zephyr Cove, Nevada in the beautiful Carson Valley and Lake Tahoe regions. Nestled among the Sierra Nevada Mountains and the high desert sagebrush, its seven elementary schools, two middle schools, and three high schools provide over 6,300 students with a high quality education based upon District Competency Objectives and Nevada Academic Performance Standards. The District also has multiple support facilities located around the county.

The Challenge

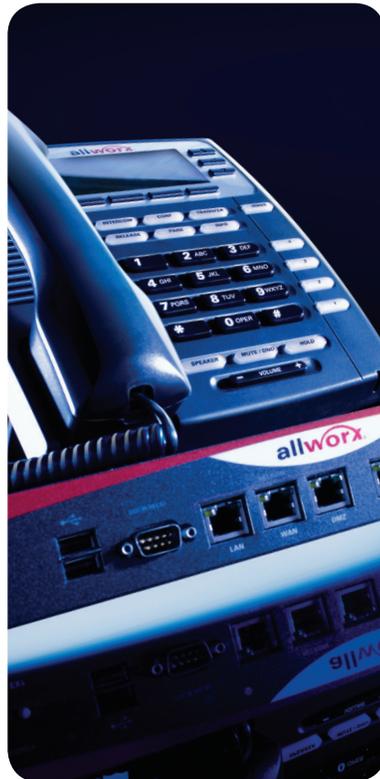
Douglas County School District’s phone system was comprised of antiquated NEC and Nortel systems – some as many as 20 years old. An excess of advances in technology for business phone systems had rendered these systems essentially obsolete. Additionally, having disparate systems among its 14 different locations made communications between the various schools and offices within the District extremely inefficient. Simply put, the District’s system – or systems – wasn’t making the grade.

“We’re not one big business where everything’s the same, we’re 14 little businesses where everybody wants something different, and Allworx lets us accommodate that.”

Eric Ristine
Manager of Information Services
Douglas County School District

Eric Ristine, manager of information services for Douglas County School District, long had plans for upgrading the District to an assimilated VoIP system, but the excessive amount of options available meant an excessive amount of research was needed before choosing one. However, the process was quickly expedited when the phone system at the District’s Pinon Hills Elementary School location went down and could not be revived.

“The phone system at Pinon Hills died and it was so old that the company that manufactured it didn’t even make parts for it anymore,” said Ristine. “We were faced with getting a system in there as soon as possible because the school was literally without phones.”



The Solution

The emergency situation at Pinon Hills prompted Ristine to spring into action. Unfortunately, given the District’s remote location, only one vendor was willing to make the trip to meet with Ristine in person. Fortunately, that vendor just so happened to be an Allworx Authorized Partner.

“We told the vendor, ‘We need a solution, and we need it fast. What’s out there?’” said Ristine. “He threw out ShoreTel and he threw out trying to replace it with another Nortel system, but that wasn’t going to fly on a school budget. Then he mentioned Allworx, and after doing some research and asking some questions, I realized it was a perfect fit.”

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Eric Ristine

*Manager of Information Services
Douglas County School District*

“We picked it because its VoIP capabilities would enable us to supply our own dial tone between sites in the future,” added Ristine. “It just seemed like a really flexible, affordable solution and nothing else touched it.”

In addition to the first system that was installed at Pinon Hills, the District has implemented Allworx systems at five other locations and plans to have a seventh system up and running shortly. Ristine’s ultimate goal is to have the entire Douglas County School District running on Allworx systems in the near future. The District’s current system is comprised of three Allworx 24x Phone Systems, three Allworx 6x Phone systems, and over 300 Allworx 9212 IP Phones.

The Benefit

As expected, Ristine was happy to save a little money when switching to Allworx. “The highest-level benefit is dollar savings,” said Ristine. However, Ristine was even happier to start utilizing all of the amazing features that are enabled by an Allworx system.

“It’s given us so much capability,” said Ristine. “Working off SIP really frees things up for us. We’ve been able to add third-party Wi-Fi handsets. I’m currently implementing a fax server at one of the high schools that will tie in via SIP to a 24x system. We’ve had no problems with these implementations. They just work because everything is SIP-based.”



Perhaps the most unique feature the District has enjoyed thanks to their Allworx system is being utilized at one of its high schools. “At one of our high schools, we wanted to make sure that parents couldn’t call in and reach the classroom during class time,” said Ristine. “To accomplish this, I set up a special DID on our PRI to say, ‘During this timeframe, don’t ring the classroom.’ Now parents can call at any time, but they won’t interrupt a class. The call will get directed straight to voicemail during class time.”

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“Again, the flexibility we have with the Allworx system to be able to do all these little things that the sites individually request is great, because every school wants it a different way,” added Ristine. “Some schools use auto attendants, some schools don’t like them, some sites like voicemail, some don’t, and now we have the ability to essentially turn everything on and off on the fly. That’s a real benefit to us. We’re not one big business where everything’s the same, we’re 14 little businesses where everybody wants something different, and Allworx lets us accommodate that.”

Douglas County School District has also benefited from some of the advanced Software Features offered by Allworx. “The biggest one is Advanced Multi-Site, that’s huge for us,” said Ristine. “There was recently an unprecedented phone outage in Northern Nevada. However, we could still make phone calls using four-digit dialing between all of our sites on the Allworx system because they were all supported by Advanced Multi-Site – we supplied our own dial tone. That was hugely beneficial because

these schools could still communicate with the District Office, it didn’t matter that the phone lines were down.”

The District also utilizes a number of other Software Features, including Call Assistant. “The Call Assistant software is being used at our largest high school,” said Ristine. “The head secretary uses that software daily and she loves it.”

For Ristine, what ultimately sets Allworx apart is the relationship he has built with the company and its people. “I have a really unique relationship with Allworx,” said Ristine. “Allworx personnel will actually meet with us and say, ‘What do you want to do with this phone system?’ and then I’ll see those features and those requests come out in future releases. The fact that Allworx is not this 800 pound gorilla and can listen to a fairly small school District say, ‘We need this capability,’ and then actually implement it, that’s huge for us. I think that’s what makes Allworx so unique. It’s a company that’s big enough to give a quality product but not so large that it can’t accommodate and listen to its customers.”

Solution Personalized for Douglas County School District:

- **Phone Systems**
 - 24x (3)
 - 6x (3)
- **IP Phones**
 - 9212 (300+)
- **Software Features**
 - Advanced Multi-Site
 - Call Assistant

About Allworx

Allworx, a wholly owned subsidiary of PAETEC Holding Corp. (NASDAQ GS: PAET), develops award winning phone & network systems for small-to-medium sized businesses and sells these products through a network of Authorized Resellers. By combining the advanced features of today’s VoIP systems with the key system features SMBs have grown to rely on, Allworx systems are ideal replacements for the millions of aging (TDM) PBX and key phone systems in use today.

Contact Us

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