

CASE STUDY

ICN's Managed Voice Partnerships Helps Local AEA Consolidated Phone System

Each office at Prairie Lakes Area Education Agency (AEA) was considered its own entity, using an aging on-premise phone system.

Mike Schmidt, Prairie Lakes AEA Technology Coordinator, explains the implementation of ICN Managed Voice Service (MVS) system solution.

Explain Prairie Lakes AEA's Voice needs?

We wanted a solution that would allow all of our locations to appear as one entity to callers.

In addition, we wanted an easier way to manage incoming calls that was cloud based with cloud management.

With the majority of our staff being mobile, we wanted to get away from desktop phones and deploy mostly virtual clients.

How was implementation accomplished?

We worked with the ICN and CenturyLink to develop plans for our new system and complete programming for each location.

Deployed MVS to 6 of our facilities over the course of 3 days, with the remaining installations happening shortly thereafter.

Service Q & A: Prairie Lakes AEA

“The primary benefits for our agency have been the inter-office connectivity, unified communications and mobility. Callers now see our offices as one entity and receptionists can answer incoming calls regardless of location.”

*Mike Schmidt
Technology Coordinator
Prairie Lakes AEA*

Details

Customer: Prairie Lakes AEA

Industry: K-12 Education

Location: 8 locations throughout
North-Central Iowa

Service : Managed Voice

Business Needs

- Aging on-premise phone systems
- All locations under one solution
- Move away from desktop phones
- Cloud Solution

Benefits

- Global Directory
- Transfers and five-digit dialing
- Virtual Client
- Mobility
- Cloud Management



For additional information: (800) 572-3940 / icn.info@iowa.gov

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Service Q & A: Prairie Lakes AEA

What results were gain after the transition to ICN's Managed Voice service?

- Maintain the local telephone numbers for each facility, and have calls answered by receptionists at any site.
- Consolidated toll free numbers into one number, which is advertised as our primary number.
- Staff can easily transfer calls between facilities, which was previously not an option.
- The virtual client allows the end user's mobile number to be hidden on incoming/outgoing calls.

Benefits of the service included:

- Global Directory simplifies locating extensions and transferring calls.
- Call transfers and five-digit dialing between facilities has simplified communications.
- Voicemail to email has greatly improved the way we access and respond to messages.
- The cloud management feature has eased the burden of managing eight telephone systems by putting all of our system management tools in one location.
- System mobility opened up another world for us.

ICN's Managed Voice

CenturyLink, Managed Service Provider

Predictable Billing

This Fixed Cost Model offers advanced phone service to users with \$0 capital investment. The monthly cost of each seat is all you pay.

Free Long Distance

Every phone has in-bound and out-bound long distance included. * International long distance not included.

No Contracts

A flexible benefit to MVS is that there are no contracts.

Basic Phone



Designed for use in a lobby, break room, cafeteria, or shop area.

Standard Phone



A 12 line media phone with an easy color LCD display.

Premium Phone



A 12 line SIP phone with HD voice, advanced IP features and touch screen.

“Staff are no longer bound to a desktop phone to make calls or access voicemail. They can now do this from any location that offers an Internet connection.”



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