

## Success Story

# SPOTLIGHT DISTRICT: Maconaquah School Corporation

### A Phone System Behind the Times

**Before migrating to the cloud, Maconaquah's on-premises phone system was outdated and unreliable. The system frequently failed during power outages, and basic features like voicemail were often non-functional.**

"Our previous platform was at least eight years old and went down frequently," said Technology Director Chris Percival. "Every time we had a power outage, rebooting the system was complicated, and it struggled to come back online."

With constant maintenance challenges, failing hardware, and a cumbersome process to make even simple administrative changes, Maconaquah faced communication breakdowns across its district. The departure of their in-house telephony expert only added to the issues. Additionally, relying on outsourced technical support meant long wait times and expensive service fees with subpar results.



## A New Direction: Cloud-Based Communications

Faced with the high costs of refreshing their aging on-premises system, Percival knew a change was necessary. After considering options, Maconaquah chose **Zayo Education's cloud-based Zayo Voice solution**, which proved to be the most cost-effective and scalable option for the district.

"With so many school projects competing for budget, the upfront capital costs for new servers were challenging," Percival explained. "Zayo Voice offered the best long-term value, and their commitment to customer service gave us the confidence to move forward."



## Cloud Confidence

Since implementing **Zayo Voice**, Maconaquah School Corporation has experienced a transformation in communication efficiency. With features like an auto-attendant to route calls and easy-to-use online management portals, the district now enjoys round-the-clock reliability.

“Moving to Zayo Voice was a great decision,” Percival noted. “The previous system was difficult to maintain, but the hosted platform has taken so many tasks off our plate. Provisioning phones and making updates is a breeze now.”

In addition to simplified management, the district gained access to important safety features like pinpoint 911 location tracking, and the mobile UCaaS application allows staff to remain connected from anywhere, turning personal devices into professional communication tools.

**“Consolidating our critical IT services with Zayo has put us in a much better position. If anyone on our team leaves, the transition is seamless with no downtime.”**

## A Catalyst for Consolidation

Along with the implementation of Zayo Voice, Maconaquah also adopted **Zayo Education’s Managed Firewall** solution to enhance its network security. This unified approach to communication and security has streamlined the district’s IT operations.

“Consolidating our critical IT services with Zayo has put us in a much better position,” said Percival. “If anyone on our team leaves, the transition is seamless with no downtime.”

Zayo Education’s comprehensive online portal allows Maconaquah’s IT team to monitor and manage their voice, internet access, and firewall services all in one place, simplifying training and daily operations.

## Trusted Partners for Critical IT Services

For Maconaquah School Corporation, the key to success has been partnering with a vendor they trust. **Zayo Education's customer service** has consistently exceeded expectations, with rapid response times and expert-level support available whenever needed.

"We can call Zayo's customer support anytime, and within an hour, an engineer is working on our issue," Percival said. "Having such responsive and proactive support gives us peace of mind."



## Ready to Upgrade Your School's Communication and Security?

Contact **Zayo Education** today to learn how **Zayo Voice** and **Managed Firewall** can help transform your school's communications and protect your network.



Learn how we can help simplify your security and keep your organization safe, no matter where you are at [zayoeducation.com](https://zayoeducation.com)

