Pingree School is an independent school with 389 students and TK faculty and staff members, who rely upon its communications system to run effectively. In the past, Pingree utilized a premise system for their communications, but it was unwieldy, inflexible, and outdated. When it came time to upgrade their system, Pingree wanted an economical, reliable, and scalable communications system. They wanted enterprise features combined with the convenience of local service and support. To solve Pingree’s pain points, Vertical recommended that Pingree move to 8x8 cloud, powered by V8.

**LOCAL, AWARD-WINNING SUPPORT**

When Pingree began their search for a new phone system they knew they wanted the best of both worlds—feature rich, scalable communications, paired with local support. Vertical addressed their needs by powering their solution with V8—a unique partnership between Vertical and 8x8. Now, Pingree enjoys using 8x8, a leader in the 2019 Gartner Magic Quadrant, while knowing that Vertical is always available to provide award-winning service and support. To quickly scale Pingree’s communications up and down, Vertical can remote into their system and make immediate changes. For larger questions or concerns, Vertical is local to Pingree, allowing them to stop by whenever they’re needed.
COMMUNICATE ANYTIME, ANYWHERE

The goal of Pingree’s IT department is to be as flexible and as nimble as possible, which means any new technologies they implement have to be flexible and nimble, too. Vertical determined that having a Unified Communications (UC) system was crucial to Pingree’s goal. Now, using 8x8, Pingree staff is able to communicate using their business line anywhere, anytime. The mobile application allows any member of faculty or staff to take calls off campus, while still dialing from their business line. They are able to use video, voice, chat, mobile, or conferencing from any location, using their desktop or mobile application, for seamless communications. And in the event of a school closure, Pingree is able to easily update the school’s outgoing message.

GUARANTEED COMMUNICATIONS

Pingree’s communications are critical to the safety of their students. To make sure they never experience planned or unplanned downtime, Vertical engineered their system for 99.999% up time, as well as superior voice quality. V8 is on hand 24/7, ensuring that they have the support and information they need whenever they need it. With V8, Pingree never has to worry being able to communicate with their students and staff.

“When we were considering different telecom providers, we found that Vertical had knowledge that other vendors just don’t. They sell and support many facets of communication systems, which means that they have unparalleled, wide-spread telecom knowledge. Every person we worked with at Vertical was fluent with the technology and knew how to tailor their systems to work best for our unique needs.”

— Bob Ogden, Director of Information Systems

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