



Vertical Communications Strengthens American Academy's

Intercampus Communication with Reliable and Secure Phone Solutions



AMERICAN ACADEMY
EDUCATE • INSPIRE • EXPLORE

American Academy is a non-profit, multi-campus charter school catering to K-8 students. The school knew they needed a new secure, reliable communications system for their campuses, but weren't sure how to proceed. They found their answer in Vertical Communications, a comprehensive communication provider with extensive education experience. Vertical's detailed customer discovery process identified the Mitel 3300 platform as ideal for American Academy. This product, combined with Vertical's comprehensive implementation process and proven support capabilities, fulfilled American Academy's needs.

GUARANTEED COMMUNICATIONS

To guarantee the safety of their students, American Academy requires the highest-level of reliability across all of their campuses. In an emergency, the school's communications are vital to staying connected with families and any outage causes uncertainty and doubt. During daily operations, the phones are critical to keeping the school running.

Vertical architected American Academy's solution to be highly survivable. The delivered solution offers multiple redundancies including full geo-redundant failover, power backups, carrier call forwarding, and much more. This provides American Academy with the certainty that their phone system will stay connected. Faculty, families, and students will stay informed and in communication no matter the emergency.

CUSTOMER SNAPSHOT

American Academy
Douglas County, CO



Locations and Users
3 Campuses, 260 Users



Communications Solution

- **Mitel 3300** - Scalable communications across multiple locations.
- **Unified Communications - Connect**, communication, and collaborate across voice, video, messaging, presence, audio conferencing, and more.
- **SIP** - Survivable, geo-redundant data centers, and automated call failover forwarding.
- **Virtual Mitel Border Gateway** - Comprehensive threat protection delivers secure remote collaboration.

UNIFIED COMMUNICATIONS IMPROVE INTER-CAMPUS COMMUNICATION

American Academy needed to streamline communications across campuses and improve communication between students, families, and faculty. Vertical Communications identified Unified Communications (UC) as the solution to these needs, delivering a Mitel 3300 solution including MiCollab, an Online Collaboration Tool. The Vertical implemented solution allows faculty to access messaging, presence, and audio conferencing on a single device anywhere on campus. The faculty can stay in touch with students and families at all times with less effort and stay focused on teaching.

“Our Mitel 3300 phone system has continued to be reliable from the day that it was installed,” said Brian Wherry, IT director of American Academy. “It’s been consistent and stable from day one, which is one of the best things you can achieve in school administration.”

- Brian Wherry, American Academy

TAILORED AND ACCESSIBLE TECHNICAL SUPPORT

American Academy required the ability to manage and make changes to their phone system with their own team. Vertical Communications responded to this need by delivering an easy-to-administer solution and creating a custom support program for American Academy. American Academy’s IT Team handles all daily admin tasks with support readily at-hand from Vertical’s national support team as needed. Local Vertical technical support can be deployed on-site if it is needed.

IMPLEMENTATION AND THE VERTICAL SOLUTION

The final key to American Academy’s success was the proven Vertical implementation process. From the solution engineers who helped define the customer needs, to the project managers who oversaw the process, to highly experienced Mitel-certified technicians; the Vertical team worked tirelessly to deliver a worry-free implementation across all 3 campus locations. The result is a happy, satisfied customer who is now better able to serve their students and community.

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