



Mitel Customer Snapshot:

Wauconda Community Unit School District (CUSD) 118

Company Info:

- Location: Wauconda, IL
- Industry: K-12 Education
- Website: d118.org

Situation:

- District of six schools and 600 users lacked a standardized communications platform
- A hodgepodge of legacy systems made it difficult to share information easily
- Some schools even lacked voicemail capabilities and had to resort to leaving notes in physical mailboxes
- New teachers had to wait days before their phone and email services were up and operational

Needs:

- Free up limited IT resources
- Wanted a centralized, standardized platform that could scale easily
- New solution needed to fit within the E-Rate funding framework to defray costs

Solutions:

- MiCloud
Mitel.com/micloud
- MiVoice 5360 IP Phone
Mitel.com/products/mitel-business-phones/mivoice-5360-ip-phone
- MiVoice 5304 IP Phone
Mitel.com/products/mitel-business-phones/mivoice-5304-ip-phone

"We were looking to standardize how everybody was getting information from each other as well as from the broader community. The Mitel solution allows us to communicate better and fosters more conversations between our community, students and staff."

Scott Cittadino, Assistant Superintendent
of Technology, Wauconda CUSD 118

Results:

- A consistent, easy-to-use experience across all of the district's K-12 schools
- Communication and collaboration between district employees and student parents has improved
- New teachers now have phone, voicemail and email service fully operational from day one
- Entire process, from evaluation to implementation, took less than six months
- Total solution qualified for 80% E-Rate reimbursement in 2015



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