![Jive logo]

The Cloud Reigns in the Desert

Maricopa Unified School District (USD) No. 20 is located near Phoenix and serves 6,000+ students at nine schools over a large geographic area in Maricopa and the surrounding areas. The District comprises a district office, six elementary schools, two middle schools, and one high school. The Technology Department works closely with staff and students to deliver reliable technology designed to enhance the learning experience.

![Maricopa Unified School District 20 Administration building with flags]

Background

Prior to 2012, Maricopa USD was using the Cisco CallManager premises-based VoIP solution to provide telecommunications service, PBX/call management functionality, and voicemail capability across the District. The CallManager solution presented the following challenges for the District:

- **Complicated Management:** The CallManager system was difficult to configure and very complex to manage. Changes often necessitated on-site support from a Certified Cisco Technician.

![Maricopa Unified School District logo — Dream. Learn. Become.]

AT A GLANCE

Maricopa USD was looking to transition from their current, premises-based solution. Among other challenges, the premises-based system caused:

- Complex management
- Necessary on-site support from the provider
- Costly maintenance
- Complicated, expensive system updates and configuration.

Jive's cloud-based Unified Communications suite was chosen to replace the current on-premises system due to its low-cost, intuitive system management and feature-rich service. A few of the benefits offered to Maricopa USD include:

- Online configuration of features, devices, dial plans, and more
- Automatic system updates
- 24x7 support with no maintenance contract
- Unlimited feature base with no 'a la carte' charges

- **Expensive Maintenance:** System updates and configuration could not be handled by Technology Department personnel or remotely by technical support professionals, but had to be performed by certified Cisco Technicians who charged the District a high hourly rate for necessary service.

After ample research, Maricopa USD selected Jive's full suite of Unified Communications services to replace the existing CallManager solution. Jive would be used for all 750+ users across the District and was chosen for a variety of reasons, including:

- **Easy System Management:** Jive's Unified Communications services are administered with minimal training through a web-based Administrator Portal. Adding users or devices— or configuring features and functions—can be accomplished quickly and easily through the portal 24x7 anywhere the administrator has Internet access.

- **Cloud-Based Service:** Jive's cloud-based platform delivers feature-rich service that is maintenance-free on the customer side. All system and service updates and configuration are completed by Jive engineers and deployed transparently. Jive Customer Care and Technical Support personnel are available 24×7 to provide focused support and efficiently and effectively resolve any issues.

Solution

Jive was designed to deploy across the District's existing network infrastructure, comprising a combination of fiber and microwave WAN connectivity across multiple campuses. Deployment required setting up user accounts, switching over phone numbers, porting DIDs, establishing E911 calling, configuring gateways, and all other system configuration necessary to operate the hosted VoIP system.

FINDING RESOLUTION

During the deployment process, when the customer experienced brief problems with call quality, Jive technicians and engineers were able to quickly assess the situation. These Jive teams tested all components of the Jive solution to identify the source of the call issues.

> *"Jive was really good about working with us... Overall, we've been able to save money, been able to maintain quality, and we've been able to extend our quality of service to our users."*
>
> **JACK WALLBRECHT**
> MARICOPA USD
> IT DIRECTOR

Maricopa USD Director of IT Jack Wallbrecht is the first to note that other technology providers may have walked away from the problem, explaining that since the issues were not with the Jive service, they must be on the District's network and outside the scope of support. But Jive didn't pass the responsibility on to someone else. In fact, Jive technicians and engineers continued to troubleshoot the problems. Working in partnership with Maricopa IT staff, they initiated Jive monitoring tools to pinpoint network issues and then provided Maricopa with the data that allowed them to isolate and remedy the problem. Ultimately, the root cause of the issues was found in old firmware on the existing microwave WAN that needed to be updated. With their new solution in place, WellSpace Health has been pleased with Jive's ease of management, scalability, and growing feature base. Lopez did not hesitate to assure that, "Jive is just fantastic to work with. The system is easy to learn and easy to master. You usually don't get that with phone systems."

JIVE SERVICE AND SUPPORT

Since deployment in 2012, Maricopa USD has continued to maximize its technology spend, eliminating system maintenance costs and quickly and easily managing the system through Jive's web-based administrator portal. Wallbrecht remarks, "When we have to set up a new phone now, all we do is just go in, set up a new number, plug in the phone, and it works." No expensive certified technicians are required, and there is no complicated interface to navigate. It just works.

While explaining the benefits of their transition to Jive, Wallbrecht states, "Jive was really good about working with us...Overall, we've been able to save money, been able to maintain quality, and we've been able to extend our quality of service to our users."

LOOKING FORWARD

Jive customers have the ability to influence existing and emerging system features and functions. For example, like many large school districts, Maricopa experiences a fair amount of turnover. Individual user changes (e.g., assigning extensions, devices, features, permissions, etc.) are implemented quickly and easily via the Jive administrator portal. However, the District often faced the challenge of importing large numbers of changes all at one

QUICK FACTS

Jive was determined to meet all of Maricopa USD's needs throughout deployment. Implementation comprised a combination of fiber and microwave WAN connectivity across multiple campuses. Among other services, deployment required porting DIDs, configuring network gateways, setting up new accounts, and testing every line for E911 calling.

time. They needed to be able to review existing user profiles and extension assignments, identify those to be replaced, and make new assignments. Jive's Administrator Portal provided access to that kind of information, but not in a format that was easily accessible and quickly changeable.

Consequently, the Maricopa Technology Department suggested that Jive develop an import/export function that would allow customers to export existing user information for review/revision and then import user changes wholesale. Currently in beta testing, these import/export features will soon be made available to the Maricopa USD and all Jive customers.