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Success Story



Lightning Strike Nets New Telecommunications Capabilities and Cost Savings for Saint Aloysius Catholic Church & School

QUOTE

“Lightning struck twice at St. Aloysius. First, it knocked out our phones. But in its place we now have a feature-rich converged system that will pay for itself in no time. The installation was lightning fast.”

*Rev. Patrick Cullen,
Pastor, St. Aloysius
Church & School*

ABOUT

Saint Aloysius Catholic Church is a community full of hope and expectation that cares for the poor and the displaced through countless hours of volunteer service, while providing a faith-based school for the total human development of all children.

BUSINESS CHALLENGE

When lightning struck the Saint Aloysius Church and partially disabled its aging analog phone system, church pastor, the Very Reverend Patrick Cullen, got the message. It was time to upgrade. With a limited budget and an immediate need, Reverend Cullen and the church's school Principal Dr. Bette Bell turned to Bill Pautler and Blue Ocean Technologies, Inc., an authorized Samsung dealer, for guidance. Working closely with church and school administration, the team identified several high priority needs. These included the ability to:

- Simplify features operation and remotely change the outgoing greeting
- Communicate with the entire campus via a reliable public address system
- Facilitate easy communication between clergy and school administrators
- Identify, legitimize, and prioritize incoming calls to route them efficiently
- Restrict publicly accessible phones to emergency and local use only
- Stay within a tight budget

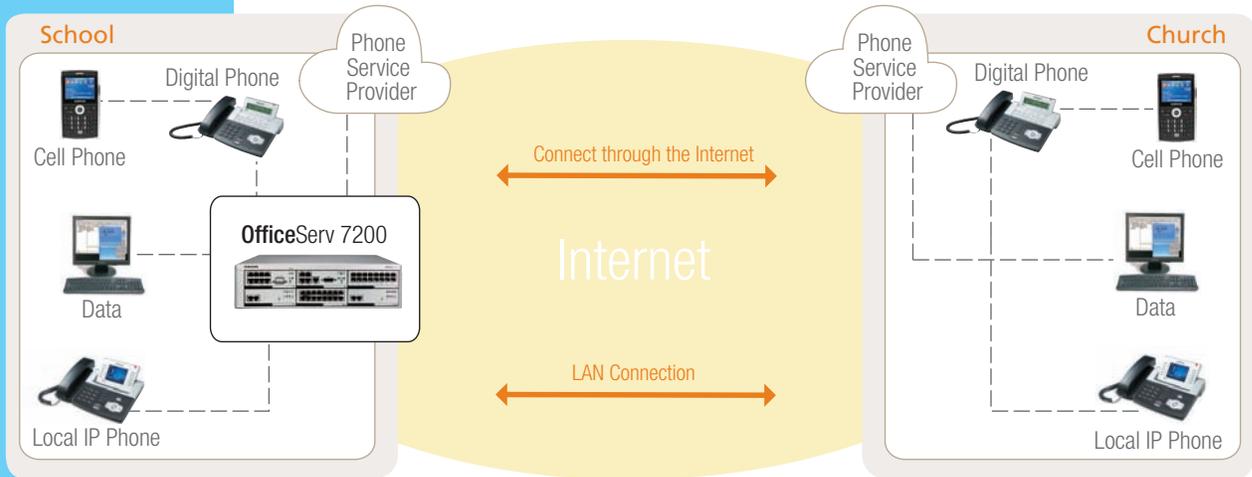
It was agreed that a new system was required, but affordability, speedy installation, use of existing infrastructure while remaining flexible for the future, and minimal disruption of facility functioning were atop the list of priorities.

THE SOLUTION

A Samsung OfficeServ™ 7200 was selected as the backbone of the new system because of its low cost, rich features, ability to use existing underground wiring between buildings, and potential for cost savings. The new system meets all of St. Aloysius' current communication needs with capacity to spare. Installed features include:

- OfficeServ EasySet software gives administrators complete control of phone settings via a user-friendly browser interface.
- Remote access enables key administrators to change telephone system settings and outgoing greetings even when they are off site.
- Integrated intercom and public address system enables important announcements to be transmitted throughout the campus.
- Follow Me feature affords easy communication with principal and other school administrators while they're on the go.
- Enhanced voicemail system provides each staff member with a mailbox without the need for a dedicated handset, as well as remote message alerting capabilities.
- Caller ID with name and number allows users to easily identify and prioritize calls.
- Outgoing Call Restriction with access codes prevents unauthorized phone use.
- PRI-T1 line saves money and improves bandwidth.
- Converged voice and data provide for streamlined equipment and system operation.
- Battery backup and surge protector guard against future lightning strikes.

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The installation of the Samsung OfficeServ 7200 system has enabled seamless networking, improving staff efficiency and communication.

RESULTS

St. Aloysius was back up and running in less than a week with a feature-rich system that quickly and affordably solved its communication challenges and in the process modernized the facility. With converged voice and data, students, parents, staff, and administration have new ways to share information and connect with one another while reducing telecommunication costs. Below are some of the benefits the new system provided St. Aloysius:

- Strain on administrative staff is reduced through the elimination of clerical redundancies and proper routing of calls.
- Key administrators have anytime, anywhere access to the network and can change outgoing greetings remotely.
- School safety is bolstered with an integrated intercom and public address system.
- Key staff members remain in touch both on and off site with the system's Follow Me feature, which forwards calls to mobile devices.
- Student issues are resolved quickly as parents can communicate with staff and administrators directly.
- Staff can identify, track and route calls more efficiently with Caller ID.
- Important calls can be recorded, forwarded, and played back at a later time with a built-in call recording feature.
- Unauthorized calls have been eliminated due to access code requirements, while phones remain accessible to all for emergency use.
- Conversion to a PRI-T1 line reduced telecommunication costs by 35 percent, saving the church and school over \$3,000 annually while increasing Internet speeds.
- Increased Internet speed enhances the learning experience and allows students to access previously inaccessible websites featuring flash media and streaming video.

FUTURE BENEFITS

“The system stands ready for seamless integration of other communication-enhancing applications,” stated Bill Pautler of Blue Ocean Technologies, Inc. “Future enhancements might include Wireless Access Points for wireless technologies, which would allow staff to roam freely between buildings while remaining connected.”