

## Education

# Making the Grade: Transitioning Legacy Analog Technology to IP In an Independent School

### Overview

The Westover School, an independent boarding school for girls in Middlebury, CT, was grappling with the limitations of an outdated legacy phone system that included both analog and older digital equipment. Although the existing wiring and associated infrastructure were disorganized and poorly labeled, CCI Voice helped the school successfully move to a new IP-based phone system that gave them the option to maintain the use of selected analog phones—an important budgetary consideration that required high levels of integration.



**“Choosing CCI Voice was probably the best decision I have made as director. The entire staff puts 100% into everything they do, and really take the time to make sure we are satisfied. If ever I need anything, response time is usually within minutes.”**

— Lindsay Harlow, Westover School, IT Director

### Background

Westover had a 20-year-old NEC phone system with a combination of older-model digital and analog phones. They had 11 buildings with a total of 133 phones, the majority of which were analog-based, and they hoped to continue to use these analog phones in each building. School administrators and IT personnel were seeking a phone system vendor who could help them to move to a new IP-based phone system, while giving them the option to keep some of their analog phones in use. In addition, although all of the buildings were connected by fiber, not every building had ethernet cabling in place. Because it was not an option to update all of the existing cabling, the successful integration of the legacy analog phones was key.

### Approach

As a first step, CCI Voice conducted an on-site survey in order to determine all of the challenges the school was facing and what they expected of a replacement system. Once the issues were identified—including a profusion of unlabeled wiring—and the school's feedback was incorporated, the CCI team assigned multiple techs with a variety of skill sets to the installation. The solution was to provide analog gateway devices that integrated with CCI's Sangoma (formerly Digium) Switchvox phone system, a strategy that offered the option to make the analog-to-IP transition a gradual and cost-effective one.

### Results

Over the last five years, the Westover School has transitioned most of their analog phones to IP, significantly increasing system flexibility and providing a wide range of additional user features and benefits. CCI Voice also replaced Westover's older AT&T Internet and phone service with a new, dedicated fiber Internet service with more advanced SIP trunk phone capabilities, which increased system bandwidth and the reliability of their Internet connection.

Recently, they had another transition—this time to CCI's hosted service, which includes full phone support and phone warranty, and they moved to a larger dedicated fiber trunk of 500MB. There is no longer an on-site server to worry about or support, and they now pay in total what they used to pay for their dedicated Internet and phone carrier.

### About CCI Voice

CCI Voice is not just talk. Offering anytime, anywhere connectivity to leading businesses in New York, Connecticut, Massachusetts and Rhode Island, the company has maintained its leadership as a provider of telephone and computer network equipment, software and critical communications infrastructure for more than two decades. Known for their wide range of service options, dedicated support system and understanding of specific client environments and business needs, CCI is a local, hosted voice provider that builds and manages flexible, state-of-the-art telecommunications systems designed to scale and grow.



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