



Monarch School Case Study

ABOUT THE MONARCH SCHOOL

The Monarch School of New England is a non profit school that specializes in working with 5- to 21-year-old students with significant disabilities. Located in Rochester, New Hampshire, the school originally started as a playgroup in the late 1960s. It was incorporated as a non profit in 1974 and now, 40-plus years later, has two campuses serving 29 partner districts across New Hampshire and Southern Maine.



OVERVIEW

The school's mission is to support individuals with special needs so they can realize their greatest potential. It does this by providing a nurturing environment, working one-on-one with its students, and utilizing a variety of teaching methods, including online tools. The school is equipped with an up-to-date computer lab where students and teachers work together and do activities that range from watching educational YouTube videos and conducting research, to simply refining their computer skills. Without access to the Internet, all teaching and activity at the school would become very difficult.

However, the Internet isn't the only service that's important to the Monarch School. As the school's director of human resources Ken Plourde put it, "When communication systems fail, we have our hands tied. It's very important to the school to have reliable Internet service, reliable phone service and the ability to get immediate help when something goes down."

For years, Monarch had been using an antiquated phone system that made communication between its two buildings extremely difficult. To make matters worse,

because the phone system was so old, it was unable to leverage any new technologies to make its communication more reliable and cost-efficient. To solve these problems, it turned to Breezeline™.

The critical moment was when the Monarch School was getting ready to build a new facility to accommodate its growing population. As it began the planning of the new building, it wanted to design a more advanced, reliable and efficient communication solution that could accommodate the unique needs of the school and also give it economies of scale. Along with its existing team of communications contractors, Breezeline was brought in at the very beginning to discuss the best way to connect the two buildings. However, the biggest challenge would prove to be the timing.

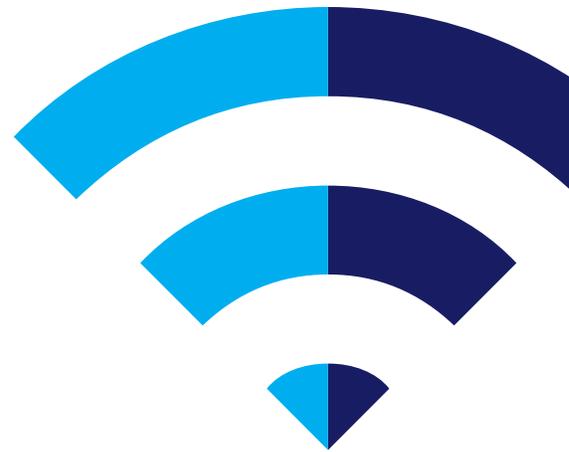
Monarch was due back in session within weeks after construction, giving Breezeline a very short window of time to implement the solution and ensure a smooth cutover from one system to the next. Knowing it was in a time crunch, Breezeline was able to work with this very tight schedule and make the transition without issue.

SOLUTION

The outdated phone system was replaced with a PRI phone system. Because this type of technology uses Fiber, Breezeline was able to deploy it to both buildings without having to run additional wiring or implement another system, saving both time and money. Since installation, the new solution has significantly improved communications between the two buildings and has made the school more productive.

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In addition to the phone system, Breezeline implemented a networking solution that gave both buildings access to a single server to help ensure network reliability. This has resulted in increased uptime and decreased classroom interruptions. And because it used the same provider for both Phone and Internet, it was able to bundle its solution, creating even more cost savings. The school could not be happier with the results. Plourde said, “We’ve always appreciated Breezeline’s support — it’s always been good. They always do everything they can do, and it shows.”



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