

CASE STUDY

POMPERAUG REGIONAL SCHOOL DISTRICT

Pomperaug Regional School District 15 educates the children of Middlebury and Southbury in one high school (Pomperaug High School), two middle schools (Memorial Middle School and Rochambeau Middle School), four elementary schools (Gainfield, Long Meadow, Middlebury, and Pomperaug Elementary School). The historic Mary I. Johnson school houses the central administrative offices for the district.

The school district provides a comprehensive education program to meet the interests abilities, needs, and career goals of all students. Goal-setting provides the foundation and framework to ensure that an organizational focus on 21st century learning is maintained. Regional School District 15's long-term goal sets a clear and compelling vision for the district's current and future efforts.



Situation

- Regional school district with 7 schools
- MiVoice Business systems and handsets provided and managed by Mitel partner Total Communications
- Persistent voice quality problem (echo, choppy audio) impacting calls at Pomperaug High School.
- Test calls to emulate the problem failed to find its cause over a 6 month period.

Solution

- Mitel Performance Analytics (MPA) fault and performance management software (Remote Monitoring & Access Service)
- MiVoice Business
- MiVoice Border Gateway
- MiCollab
- MiContact Center
- MiVoice Call Recording



Results

- Voice quality problems are detected quickly and can be resolved before the user experience is impacted.
- Troubleshooting is simplified with detailed voice quality data and secure remote access by Total Communications.
- Quarterly performance reports generated by MPA allow Total Communications to demonstrate performance and utilization to Pomperaug over a 3 month period.

“Within a week of deployment, Mitel Performance Analytics solved a voice quality problem we had struggled with for 6 months. The detailed Mitel voice quality data in MPA differentiates it from other management systems and ensures voice quality problems don’t persist.”

Pomperaug High School

About Martello

Founded in 2009, Martello Technologies is a private company headquartered in Ottawa, Canada with staff in Canada, the United States and France. In January of 2018, Martello merged with SD-WAN player Elfiq Networks to offer a solution that pairs performance management software with SD-WAN technology to provide stellar UC performance. Martello's solutions deliver confidence in the performance of real-time services on cloud and enterprise networks and is a proven provider of performance management software for Mitel customers.

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