



Application Development



Collaboration



Data Center Virtualization



Infrastructure & Security



Managed Services



Network Infrastructure



Unified Facilities

Case Study - Hosted VoIP Service

The Challenge

Asheville City Schools had an existing Cisco Call Manager system, but could no longer afford the expensive maintenance or support and didn't want to incur the high costs to upgrade. The District was looking for a new system that had the same features as the existing system, but be managed through another company. The school district had the opportunity to qualify for E-rate Priority 1 funding to lower costs and reduce the maintenance headaches.

E-rate makes hosted solutions affordable for schools and libraries through strict FCC regulations. AT-NET's Hosted VoIP Service qualifies for Priority 1 Service (which includes Telecommunication and Internet Services).

The Solution

Several companies were offered the chance to bid. Although the total cost influenced the decision, Asheville City Schools was also looking for a company with a local presence and a strong reputation for excellent customer service. Since they had an existing infrastructure and equipment that was fully functional, Asheville City Schools did not want to pay for a new system.

AT-NET Services was the only company that was able to use the existing infrastructure with the hosted voice solution. AT-NET provided a fully redundant hosted voice solution that maintained the existing environment. 24x7x365 customer support was also included into the Priority 1 E-rate package, making AT-NET the best choice all around.

The Impact

AT-NET's hosted solution enabled 675 users to be connected through extension dialing through the 12 buildings. All users were given unlimited calling with their existing Cisco IP Phones. The infrastructure was designed to be easily scalable, with minimal upfront cost utilizing the school's E-rate funding. They were also able to save \$100,000 annually utilizing AT-NET's hosted VoIP solutions over managing their own network.

"I am involved with AT-NET on almost a daily basis. They have become quite useful for us here at the central office. We are very pleased with having someone pick up the phone everytime we call, ready to answer our questions. Quality has been great along with customer service and overall satisfaction."

-Tim Johel, Instructional Technology Manager



The Client

Asheville City Schools is comprised of 10 schools, 1 maintenance building, and 1 office administration building throughout Buncombe County in NC. They are focused on providing a quality education to foster the culture of life-long learning for their students.

AT-NET Services

Founded in 1999, AT-NET Services has grown into the premier risk management and technology integration firm of the Southeast. With a consultative, "solutions-focused" approach, best-of-breed vendors, and the industry's most talented sales & engineering force, AT-NET Services offers complete engineering services for the life cycle of your system; design, build, secure and manage.