

CASE STUDY

McCracken County School District Finds Modernization with Clearspan

PROBLEM

McCracken County School District needed a solution to upgrade their communications system with over 800 users from an outdated Nortel PBX system using POTs lines. In great need of modernization, MCPS began evaluating communications providers and solutions.

SOLUTION

After careful consideration of solutions through Mitel, Ring Central, and Windstream, McCracken found that Clearspan best offered the unified communication customization needed to meet their needs. Plus, the Clearspan solution included collaboration features that the school district knew it needed to continue to evolve its communication solution. Clearspan was able to add AT&T telephone numbers and port them over across their 13 sites while providing complete documentation of the process from start to finish. Clearspan also unlocked new benefits with flexible communication through PING, Clearspan's collaboration tool, giving them calling and messaging capabilities on any device, anywhere, which they didn't have before.

BENEFIT

McCracken County School District was able to migrate off of their aging system without disruption of service across all 13 locations. The schools enjoy the flexibility that the new collaboration tool provides, immediately seeing value where their administrative personnel can now communicate even while out in the field in situations where phones are not available, such as for attendance clerks to report in when there is no phone access. MCPS found the tool to be intuitive with its info boxes providing insight across the tool to make it easy to learn every feature/operation

SUMMARY

The McCracken County School District in western Kentucky provides outstanding education to its community of nearly 7,000 students enrolled. Representing a quarter of the student population in the Jackson Purchase region, McCracken County Public Schools (MCPS) is committed to helping every student build a successful and fulfilling future through 13 schools, whether a student is ready to begin their career or go on to college. When the time came for the McCracken County School District to migrate from their outdated PBX infrastructure and POTs lines, they saw value in Clearspan's solutions and unlocked the flexibility of a unified communications system.



I can reach team members even when they're out in the field without access to their desktop phone. Through Ping, we can instantly communicate our needs, share screens to collaborate, and stay connected – something we couldn't do before. Clearspan has made us truly connected!

Michelle Champion,
Student Information System Coordinator