



CHESAPEAKE TELEPHONE SYSTEMS

customer experience

“We were very impressed with Chesapeake’s technical expertise, service history and reputation. When all was said and done, selecting Chesapeake was one of the easiest decisions we ever made...”

— **Matthew Heil**
Director of Technology
The Heights School



The Heights School

Course selection

From its multi-site campus in Potomac, MD, The Heights School provides a traditional liberal arts curriculum for 500 boys in grades 3 to 12. The campus has grown since its establishment in 1969 to include 6 buildings with another planned for construction. When the school wanted a new phone system to link its buildings with expanded communication capabilities, it undertook a competitive bid process. Chesapeake earned an A+ and was selected as the winning technology provider.

Homework

After doing its homework on the school’s requirements, Chesapeake implemented the Toshiba CIX670 IP phone system coupled with SMC data switches to support voice over the campus data network. Chesapeake also coordinated the installation of Internet T1 and PRI for voice calls. A mix of new digital and IP phones are used with the CIX. Digital phones are used within the main building to keep costs lower, while IP phones are used at remote buildings for simplified network design and ease of installation. Unified Messaging enables busy staff to access both their email and voice messages from a single inbox. And with the CIX, the school now has convenient 3-digit dialing and paging throughout its campus.

Extra credit

Complementing the phone system is Toshiba’s e-Manager, a browser-based tool that saves administrators’ time by allowing everyone to customize their phone’s features. The IT team uses e-Manager to manage more complex, enterprise-wide changes and access useful reports – and they can get the job done from any broadband connection, on- or off-campus.

High marks

The Toshiba CIX670 aced all tests, scoring high marks for advanced capabilities, configuration flexibility, and friendly management tools. Peace of mind come from Chesapeake’s 5-year Priority One service agreement and 7-year Hardware Warranty buttressed with Chesapeake’s local technical support and extensive parts inventory. With its new communication system, The Heights is now better positioned to keep pace with campus expansion and accommodate a growing student population.

AT-A-Glance

Customer

- Vertical – Education
- Private school for boys
- Multi-site campus
- Potomac, MD

Solutions

- Toshiba CIX670 IP Phone System
- 80 IP and Digital phones
- SMC Data Switches
- Voice Mail | Unified Messaging
- Campus-wide Paging
- Paetec Internet T1 & PRI
- e-Manager – Online Management

Key Benefits

- More flexible communications
- 3-digit dialing between locations
- Improved message handling
- Easy web-based administration
- Peace of mind service
- Better positioned for growth

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