



# Fresno Unified School District

Fresno Unified School District is California's 4th largest school district. The district has 88 schools and 79,383 students. For more information, visit [www.fresno.k12.ca.us](http://www.fresno.k12.ca.us).

## Challenge

Fresno Unified School District understood that IP Telephony would help them improve the accessibility of faculty, increase the productivity of IT staff, and better control cost while providing a platform to support enhanced communications applications.

## Solution

Fresno Unified School District chose an Avaya IP Telephony solution featuring Avaya Communication Manager software that links approximately 64 schools across the district on a centrally managed, intelligent IP-based telephony system. The new solution has made teachers accessible to parents, and the system's centralized management has reduced cost and improved productivity for workers.

Applications and Services	
<ul style="list-style-type: none"> <li>• Avaya MultiVantage™ Communications Applications</li> <li>• Avaya Communication Manager</li> <li>• Avaya S8700 Media Servers (3)</li> <li>• Avaya G700 Media Gateways (approximately 51)</li> <li>• Avaya IP Telephones</li> <li>• Avaya Digital Telephones</li> </ul>	<ul style="list-style-type: none"> <li>• Avaya INTUITY™ AUDIX® Voice Messaging</li> <li>• Avaya Converged Infrastructure Solution</li> <li>• Avaya Access Points</li> <li>• Avaya Global Services               <ul style="list-style-type: none"> <li>– Avaya IP Network Readiness Assessment</li> <li>– Avaya Consultation &amp; Integration services</li> </ul> </li> </ul>

## Results

- **Improved accessibility of faculty.** By using Avaya INTUITY™ AUDIX® Voice Messaging, each teacher and administrator has access to his or her own voice mail box, and parents can leave messages directly for a specific faculty member, rather than having a secretary locate a teacher or take a message.
- **Increased productivity of IT staff.** With its centralized management features, IT staff for Fresno Unified School District are more easily able to manage moves, adds and changes without having to travel to each individual school or administration building to do so.

- **Decreased telephony costs.** By using Voice over IP to network schools together, the school district was able to reduce the number of costly CENTREX lines it maintained, thereby offering the district a significant monthly savings.
- **Scalable solution to grow with the District.** The Avaya IP Telephony solution provided Fresno Unified School District with the flexibility to grow easily as the school district expands to add new school or administration buildings, while preserving the District's investment in legacy Avaya equipment.

For more customers leveraging intelligent communications for a competitive advantage, go to [avaya.com](http://avaya.com) and click on "Hot Topics" and select "ICONS."

