

CCNA TAILORS CONNECTED LEARNING FOR ALTERNATIVE EDUCATION



AT A GLANCE

CCNA implemented a complete cutover and rollout of a new telephony system for Alta-1, and integrated this system seamlessly with Microsoft Teams to create a more robust communication infrastructure. This allowed staff to better understand and communicate with troubled students, and be able to take communication into their own hands.

OUTCOME

Teachers no longer have to be tech savvy to be able to use the new system to its fullest potential. With a simple, intuitively-designed admin portal with the familiar interface of Microsoft Teams, over 230 staff members are now able to wield tech in the classroom independently and with confidence.



CCNA is very communicative. They are on top of what they're doing and with what they needed. It was an extremely quick turnaround for the scale of the project with absolutely no delays. The account manager was also very supportive with regular check ins.

**- SIMON GRANT
(HEAD OF ICT OF ALTA-1)**



ABOUT ALTA-1

Alta-1 is a multi-site care high school for disadvantaged students. A not-for-profit organisation aimed at providing educational services and making a difference in the lives of disengaged young people and their families, Alta-1 provides a safe place for teens who cannot attend mainstream schools. With staff doing such important work, it was crucial that they were supported by a communication system that made it easier for them to connect and communicate with students.

CHALLENGE

With a new campus under way, it was the perfect time for Alta-1 to reassess their communication infrastructure. Particularly, Alta-1 was interested in a telephony system that was fully integrated with Microsoft Teams: a staple both in the classroom and for school administrators. Alta-1 was also particularly concerned with ease of use for staff, hoping to find a solution that didn't require staff to be technical experts, and allowed school ICT staff to implement changes themselves.

CCNA was faced with a completely blank canvas, and the size of deployment combined with a lack of existing infrastructure meant that there were some substantial challenges to implementation.

SOLUTION

CCNA implemented both a telephony system and GoTo's Education package across Alta-1's new campus. CCNA ensured that the new system was fully integrated with Microsoft Teams, along with webinar functionality in the instance Teams went down. The Education Package also included GoTo assist: a remote support tool used frequently with dispersed campuses, which will assist with the ongoing functionality of Alta-1's new system. In a six week deployment, CCNA were able to get the new system into working stage, with key functionalities (making calls, integrating with Teams) all in place.

RESULTS

- By the end of CCNA's 6 week deployment, all 230 staff were set up with GoTo's Education Package.
- 90% of staff felt on top of the new system within a single week, and have needed minimal ongoing support.
- Staff felt that they had better infrastructure to support building connections with students.