

Georgia Perimeter College

CUSTOMER PROFILE

Georgia Perimeter College Enhances Emergency Communication with Cistera Networks' Advanced IP Solutions



Business Situation

Due to recent on-campus events, colleges and universities are seeking solutions to ensure that students, faculty and staff are as safe and secure as possible. While having an emergency plan in place is *status quo*, schools often do not have the communication capability to deliver important information to their community in a timely manner. The ability to communicate on a mass basis over a variety of communication devices is critical to staying in contact with a dispersed population, such as a college community, in a timely manner.

Cistera's Event Alerting and Notification (EAN) and Quality Assurance and Compliance (QAC) solutions have powerful tools that help schools harness the capabilities of their IP networks and maximize the return on their investment. Specifically, EAN, with *RapidBroadcast™*, can deliver information to virtually any device that receives communication. QAC with *CallCenterRecord™* and *QuickRecord™*, provides documentation and archiving capabilities for recovery, training and evidentiary purposes.

Solution

Leveraging its installed Cisco network made the most operational and financial sense, so Georgia Perimeter College administrators, decided to deploy the award-winning Cistera *ConvergenceServer™* with EAN and QAC solutions to help improve public safety and emergency communication.

Benefits

By utilizing a unique multimodal approach, Cistera's EAN with *RapidBroadcast* can deliver text or audio information to virtually any device that receives communication, including IP, cell and analog phones, personal digital assistants, computers and faxes. With this capability installed, Georgia Perimeter can simultaneously broadcast emergency messages over its IP phones and thousands of personal communication devices. Regardless of location or activity, students,

Customer Profile: Georgia Perimeter College has more than 22,000 students and about 3,000 faculty and staff on campuses throughout the Atlanta metropolitan area. The four main campuses in Clarkston, Decatur, Dunwoody and Newton have more than 36 buildings. The college system's Cisco IP telephony environment has nearly 2,000 IP handsets including 300 phones in classrooms.

Challenge: Georgia Perimeter College turned to Cisco for a campus-wide IP telephony network, but enhancing emergency communication capabilities meant adding specialized application solutions to the network. Georgia Perimeter's leadership wanted the ability to communicate with all of their constituents beyond the IP network, whether on or off-campus, via any type of device including cell phones, analog phones, computers and pagers.





faculty and staff can be reached with information regarding something as crucial as a life-threatening emergency, or as mundane as a weather-related school closing.

The QAC solution provides documentation and archiving capabilities that can record all calls received at public safety dispatch centers so that they can be referenced for training and liability purposes. Georgia Perimeter uses *CallCenterRecord* to chronicle inbound communication at its main public safety dispatch center, and utilizes *QuickRecord* on an as-needed basis at public safety offices on each campus.

Overall benefits include:

- Improved college-wide emergency and safety communication
- Ability to communicate with the entire college population regardless of communications device (multimodal)
- Communication documentation capability at public safety dispatch centers for verification, training and liability purposes

About Georgia Perimeter College

Georgia Perimeter College is among the nation's fastest-growing metropolitan two-year colleges. With more than 22,000 students, Georgia Perimeter is the third-largest institution in the University System of Georgia. It is accessible with five campuses and additional sites located around Atlanta. The school serves traditional students, as well as nontraditional and international students. Georgia Perimeter enrolls more freshmen, has more students transferring to other colleges and universities, more high school Joint Enrollment students, and offers more online courses than any other institution in the state.



“Public safety is among the highest priorities for our institution, and we feel very much at ease with Cistera Networks’ application solutions...especially because of their multimodal and interoperability capabilities.”

CHRIS BURGE
IT Consultant
Georgia Perimeter College

Cistera Networks is a leading provider of enterprise communications platforms and services. The company blends powerful application infrastructure with industry-specific business processes, to deliver the benefits of voice, video and data convergence to the user. Cistera’s industry-leading platform delivers the most reliable, scalable and secure application services for IP-based network environments. Its broad portfolio of application services enables users to improve customer service and satisfaction, increase productivity and collaboration, improve responsiveness to critical incidents and to provide a safer environment.

Based on open standards and a proven server technology foundation, the award-winning Cistera *ConvergenceServer* has a single unified administration which delivers the lowest total cost of ownership in the industry. It enables customers to create robust and scalable environments that are flexible enough to adapt to their changing needs by scaling up to support from fewer than one hundred to thousands of users, and scaling out to support multiple sites, making it ideal for a broad range of organizations.

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