



Chicago Business VoIP Enables Teams for World's Leading International Schools Organization

Case Study

2600Hz Telephony Plus Microsoft Teams

www.2600Hz.com

www.teammatetechnology.com

+1 855-464-2600

contact@2600Hz.com

2831 St. Rose Parkway Suite 200 Henderson, Nevada 89052
United States



Background

Educational systems rely upon communication and collaboration technologies. Without the nuanced customization of those technologies, teachers, students, and administrators struggle to keep pace with the exacting demands of modern educational processes.

In 2022, a U.S. campus of Nord Anglia Education (NAE), a British provider of international schools, approached the team of Chicago Business VoIP (CBV) to help them overcome some unique challenges with their current communications setup.

The CBV professionals, leveraging communications technologies developed by 2600hz, stepped up to the plate to tackle the issues related to NAE's unique communications requirements – which included a Microsoft Teams integration. To do so, CBV leaned upon the experience of TeamMate Technology to design a solution to the roadblocks that were unique to this educational system's requirements within the project.

The Challenge

NAE operates over 80 schools, with more than 80,000 students in 30 countries. Chicago Business VoIP (CBV) is the cloud voice provider for five NAE campuses in the United States, while the remaining campuses have a mix of telephone solutions serviced by dozens of providers. The diversity of solutions is complex to manage and does not allow for standardization across all campuses.

NAE's goal was to standardize on a single communications platform, utilizing the technologies already available on every campus.

Because NAE already had Microsoft products in place (and its status as an educational system allowed for educational price breaks on Microsoft solutions), Microsoft Teams was a natural choice.

However, the request to integrate NAE's existing cloud phone systems from CBV with Microsoft Teams posed a significant challenge. CBV had a Microsoft Teams integration, but the integration was severely limited. It didn't allow full compatibility between Microsoft Teams and 2600hz on the backend.

NAE needed platform standardization for intercommunication, and they were on a definite timeline. The CBV team needed an answer to this pressing issue, or there was a strong possibility of losing NAE as a client.

The Opportunity

Partnering with TeamMate

To solve the integration issue, and to save the relationship with NAE, the CBV team partnered with TeamMate Technologies. Because 2600hz had recently integrated TeamMate's PBX Connector into its platform, the TeamMate solution seemed to be an obvious choice. The TeamMate PBX Connector would allow NAE users to retain all the features that they relied on from CBV, such as rich reporting and tight integration with their Salesforce CRM, while also achieving their goals of standardization and improved efficiency.

There was just one problem, and it wasn't a small one. Although partnering with TeamMate gave CBV access to a comprehensive solution to integrate NAE's existing telephony solution with Microsoft Teams, the solution's "out of the box" configuration wasn't sufficient for NAE's needs.

The nature of the original integration natively pulled every Microsoft user into the TeamMate's database – including the students. This, understandably, created a privacy concern for NAE – a concern unique to educational institutions.

TeamMate had to find a way to filter the student data out to help their partners - CBV and 2600hz - keep NAE on board as a client.

The Solution

The solution that TeamMate introduced was a customized way to sort the NAE users by Microsoft AD groups, thereby filtering out the students within the Microsoft Teams integration. This development process was quite involved and took several months.

After a solution demonstration, the NAE team admitted that no competing technology organization with a Teams integration could do the student filtering on the back end that the CBV/TeamMate partnership's solution could accomplish. This innovative approach to telephony and Microsoft Teams integration allowed standardization for student information and limited the visibility within the integration of 3rd party vendors into student user profiles

"TeamMate went above and beyond the call. Their assistance was key to keeping the project and relationship with Nord Anglia alive."

– Bob Welker

The Result

With the CBV solution in combination with the integration that TeamMate introduced, NAE campuses are able to take advantage of their existing phone systems in tandem with Teams. They achieved their goal of standardization and are well positioned for the future.

Because of the successful partnership between CBV and TeamMate, CBV was able to save its relationship with the current NAE campus they were serving and has now been approached by NAE campuses throughout the USA and internationally to do the same for those campuses.

The opportunity amounts to potentially thousands of seats of new business for CBV.