

Case Study

from Standard Office Systems

"I can't say enough about the customer service that the folks at SOS provide. They are truly top-notch."

— Vice President of Administrative Services
Interdenominational Theological Center

CUSTOMER:
Interdenominational
Theological Center

Atlanta, GA

PROFILE:

The International Theological Center (ITC) is a Christian ecumenical consortium of seminaries and fellowships that educates students who commit to practicing justice and peace through a liberating and transformational spirituality to become leaders in the church and local/global communities. Their vision statement is as follows: To be the preeminent world center for Afrocentric theological engagement developing leaders to advance God's mission of love, justice, and restoration in the world.



Challenge

Though education once consisted of lectures, books, written notes, and tests, the modern educational landscape has drastically evolved, even more so with graduate level studies. Today technology — including networks, computers, multi-functional devices, and even mobile devices — is essential to learning. Technology plays a huge role in education: curriculum, collaboration, instructional delivery, as well as, infrastructure and the learning environment. Now, more than ever before, technology has the power to take education from passive and reactive to interactive and progressive.

ITC had an old, inefficient phone system which was not able to process calls and ideas between different departments and offices. The administration decided that the time had come for ITC to purchase a world class Unified Communications (UC) Platform which would foster greater communication and sharing between staff members and easier access for students and prospective students.

Action

Standard Office Systems (SOS) implemented a ShoreTel UC System for ITC that encompassed all of its communication needs. A new ShoreTel back-end was installed, including new PoE switches to handle power needs for all phones. New ShoreTel IP phones were rolled-out to all faculty and staff, and several trainings were conducted by the SOS Technical Department to ensure that everyone knew how to use the phones and the ShoreTel desktop client from day one. Additionally, SOS directed a complete fiber network to be installed between buildings at ITC, which increased the speed and capability of the WAN, including the effectiveness of the ShoreTel phone system.

Result

ITC now has a state-of-the-art phone system that keeps its communication platform on par with some of the finest universities in the United States. Fred Henley, Director of IT for ITC, said of the project, "Standard Office Systems did a great job of accessing our needs and implementing a solution that has put ITC in an enviable position amongst our peers. We couldn't be happier with the ShoreTel system or with Standard Office Systems' service and support."



"Standard Office Systems designed a state-of-the-art ShoreTel phone system for our school that will serve us well for many, many years to come."

— Managing Director
Office of Strategic IT
Interdenominational
Theological Center

"We looked at a lot of phone systems, but ShoreTel was the right choice and without a doubt, SOS was the company we wanted to install it for us."

— Managing Director Office of Strategic IT
Interdenominational Theological Center