Montgomery College Creates a Connected Campus by Moving Communications to the Cloud

Montgomery College is Maryland's premier community college — serving nearly 60,000 students across multiple campuses and workforce development centers.

The Challenge

Montgomery College is one of the nation's largest and most highly regarded community colleges. The communication challenges it faced, though, are common to educational institutions of all sizes.

- Team members working remotely. Montgomery College administrators and faculty work across multiple campuses and course delivery sites. They need access to the same consistent telecommunications infrastructure, wherever they are on a given day.

- Rising student expectations. A tech-savvy student body expects to communicate and collaborate from any location over any device — whether using a laptop, tablet or smartphone.

- Aging and inflexible communication systems hardware. The college premise-based communications platform was comprised of disparate platforms that didn't easily integrate with other strategic cloud investments.

Officials were determined to find a way to transform communications and build a "connected campus"— able to support administrators, faculty and students wherever they work or study.

"Our students, faculty and the broader community expect a best-in-class education experience, and this means putting a technology infrastructure in place to enable learning and working without boundaries," said Carl Whitman, Montgomery College CIO and VP of Instructional and Information Technology.

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The Solution

Montgomery College adopted a BroadSoft-powered communication and collaboration solution hosted by **Atlantech Online**, a trusted regional communication service provider. In addition to hundreds of standard PBX features, the college benefits from call center capabilities, HD voice and video conferencing, instant messaging and presence, desktop sharing and online collaborative workspaces. They also benefit from multimedia integration with other important productivity apps used by faculty and staff.

The new hosted solution provides a seamless transition path that protects the college's investment in its existing infrastructure. Users and locations served by new cloud-based PBX services can communicate seamlessly over any IP-compatible phone or device with colleagues who remain on legacy hardware. That means the college retain its analog phones until it is ready to replace them. It also can maintain an existing five-digit dial plan as users transition from the old platform to the new.

The Impact

"With Atlantech Online's cloud-based communication solution powered by BroadSoft, we've been able to make a smooth transition from a legacy, premises-based PBX and establish a next-generation, connected campus," Whitman says. "We now can enhance both student learning and school operations." Among the many benefits of the new solution are:

- Scalability. It is now simple for the college to stand up new locations, accommodate new users and configure features to support the needs of various sites, organizations and teams.

- Centralized management. IT administrators can configure and manage communications and devices using a single, intuitive web portal. Moves, adds and changes are simple to accomplish and can be implemented in real time.

- New collaboration capabilities. Online meeting spaces make it simple for users to set up conferences, share content, and invite colleagues or students to connect from various apps, browsers and phones.

- Productivity for remote and mobile users. Remote workers now have a consistent "plug and play" experience on all devices, including desktop PCs, laptops, smartphones and tablets. Mobile workers can send messages, launch voice and video conferences, access directories and even make calls from a personal smartphone that appear to come from an office line.

- Improved communication among students, faculty and administrators. An embedded contextual assistant gathers relevant documents and information users need for any call or collaborative work session. It can even coordinate with a student's schedule to plan meetings or send alerts.

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About ◆ BroadSoft

Cloud business unified communications, team collaboration and contact center Software-as-a-Service (SaaS)

Company	NASDAQ: **BSFT**	**$341M** Revenue (2016)	**25% CAGR** Since '10	**1,800** Employees (2016)	**80+** Country Presence
Channels	**25** of the top **30** service providers by revenue		**600+** Channel Partners	**$8B** Estimated enterprise revenue based on BroadSoft solutions	
Leadership	**#1** Global Market Leader	**41%** Market Share	**16M** Business lines installed base (Q4 2016)	**85M+** Estimated total end users served	

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