



The Shoreline School District is in an established residential community in King County, Washington. The County is north of Seattle and includes the cities of Shoreline and Lake Forest Park. The District supports 9,250 students including 10 elementary schools, 3 middle schools and 1 high school. The District employs 599 teacher and certified support staff, 387 classified staff members and 40 administrators.



The Challenge

Shoreline School District was in the process of building new facilities and needed to find a replacement for the old Avaya system that was both cost effective and based on open standards. As with most public school districts the IT budget was limited and Shoreline needed to pursue options that would accommodate these budget constraints. With limited IT staff to implement and operate the communications system, the solution had to be centrally managed, easy-to-use and support OTS hardware components providing greater flexibility and lower costs. Additionally, the limited IT staff needed a solution that was backed by a solid technical support capability provided by the vendor.

The Solution

The IT staff looked to open source alternatives and selected sipXcom as a viable alternative over other open source PBX systems. sipXcom provided all the features the District required and could support existing and future capacity requirements. Although the solution worked effectively in the test lab, IT staff needed to ensure technical support would be there when they began implementation. They chose eZuce's Uniteme commercial open source software with a three year support contract. Shoreline also contracted with eZuce to assist in the implementation of the system.

The Benefits

- Easy-to-install and operate eliminating any requirement for incremental IT staff
- District could choose from a variety of system component vendors to get the best price performance
- 100% standards-based solution allows for simple, easy interoperability with third party systems
- Direct manufacturer technical support and expertise ensures that current and future requirements are expeditiously addressed
- Met or exceeded financial objectives

“ With limited staffing to support a large, distributed voice system, we felt confident in both Uniteme and the commercial support eZuce had to offer. They helped us design, implement and operate our district wide communications system and the associated infrastructure. We benefited from their support and the open source economics have reduced our annual operating costs significantly. ”

Dave Watson, Network Manager