

Junior College with 12 Geographic Locations Turns to IntelePeer for a Solution that Brings Consistency and Reassurance.

When servers went down at Georgia Military College, they called IntelePeer to build a more reliable SIP network and disaster recovery solution.

The Challenge

Needed a reliable and consistent partner who was responsive in a state of emergency.

Georgia Military College (GMC) has twelve Distance Learning campuses and additional base campuses across Georgia. In 2007, they were running Microsoft Communicator (now Skype for Business) through a broadband provider with “absolutely atrocious tech support.”

“[At the time], we had a major outage in which an entire campus was down. [The provider] couldn't do anything and it was all because of a routing issue on behalf of the SIP trunk provider.”

Poor service and slow reaction time – coupled with the fact they couldn't get a service representative on the phone – was a tipping point for GMC. “When we need help, we need it right then. We were in a state of emergency and they didn't treat us as such.”

Frustrated by the experience, they began looking for other providers.

Why IntelePeer

Responsive teams of solution architects had technical expertise to accomplish objectives quickly and successfully.

At the time, IntelePeer was the only company certified by Microsoft to work with Skype for Business (formerly Lync) products – a key criteria for GMC. Additional IntelePeer recommendations by trusted industry experts convinced GMC to schedule a meeting.

“At every step, people told us, ‘this is the company you need to work with if you want things done properly.’”

Right away, IntelePeer helped GMC establish the proper routing protocols at each campus, facilitated the transition from their previous provider, and set up all of the signaling IPs. Gradually, over a three year period, Georgia Military College drew back to a centralized Lync topology.

Today, they no longer have local Skype for Business servers at multiple campus locations. The redundant primary and secondary locations directly route all calls through GMC servers and out to IntelePeer, creating a more centralized solution to ensure maximum uptime.

“The real value is the consistency, responsiveness, and reliability of knowing what you're going to get and when you're going to get it. We haven't had that experience in a lot of other places. It was a really smooth transition going from a company that didn't have very good customer service to one that was amazing.”

Results

Consistency and satisfaction leads to a disaster recovery solution and an eye to the future.

Georgia Military College campuses are interconnected through an MPLS network. If that network goes down at a particular site, their phone systems have zero remote survivability. Because of that, IntelePeer is working with Georgia Military College to accomplish a new goal: Disaster Recovery.

INDUSTRY

Education

COMPANY

Georgia Military College

PRODUCT

SIP Trunking and
Disaster Recovery

ROI

SIP trunking immediately
cut costs by 50%

“It's not that they're our SIP trunk provider. If I've got a problem and I can't figure it out, they have a support team and relationships we don't have. They get us a solution.”

Robert Johnson,
Senior Network Engineer,
Georgia Military College

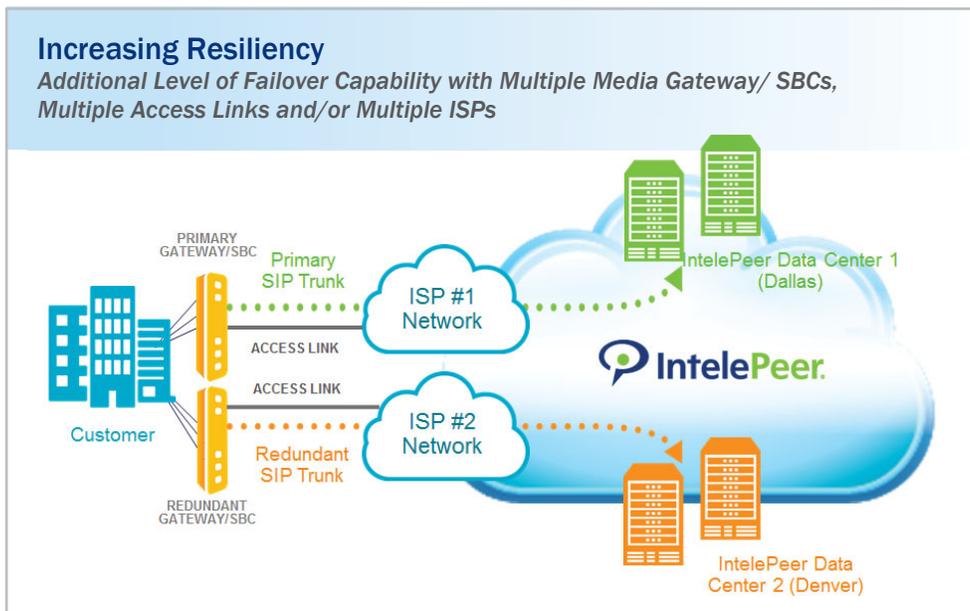


Recently, when a server went down, GMC realized standing another server up would take several hours – a move they could not afford. IntelPeer stepped in and performed an internal port of all the numbers from one SIP trunk to a primary SIP in another location, getting service quickly restored. Leveraging the all-IP network, IntelPeer helped implement customer side redundancy to provide additional trunk groups that can be routed as needed.

“That was instrumental to our disaster recovery at that point. That showed us how disaster recovery should be done.”

With a 100% virtual server environment, GMC’s vision is to have a cloud-based data center specifically for their Skype for Business environment. Utilizing IntelPeer’s usage-based SIP trunk for the disaster recovery model, GMC will be able to route all calls directly to a backup data center in the cloud instead of going to a primary data center, giving them the peace of mind of knowing their system will remain up and running should disaster strike.

For a better understanding of how simply you can increase resiliency with a secure and redundant network, check out the graphic below.



IntelPeer SIP solutions can keep your business up and running and reduce costs. To get started with your disaster recovery strategy, email us at SIP@intelepeer.com, call **1.877.336.9171** or visit us at <http://www.intelepeer.com/solutions/guarantee-up-time/>



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