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Success Story:

Dartmouth College

Learn how the Dartmouth College community was enabled to work from anywhere amidst COVID-19.

“Adding the ability to use software clients on smart phones and laptops with GoTo Connect has been incredibly useful in our response to the COVID-19 pandemic. Having also had experience with this configuration for a few months before suddenly adding many, many new remote workers was very helpful.”

Felix Windt

Assistant Director, Network Services,
Information, Technology and Consulting,
Dartmouth College

Since its founding in 1769 to educate Native students, English youth, and others, Dartmouth has provided an intimate and inspirational setting where talented faculty, students, and staff — diverse in background but united in purpose— contribute to the strength of an exciting academic community that transcends all disciplines. Their mission is to educate students and prepare them for a lifetime of learning and responsible leadership, with assistance from faculty dedicated to teaching, research, and the cultivation of knowledge.



Challenge

The Dartmouth College community of students, faculty, researchers, employees and alumni are united around a steadfast goal of fulfilling Dartmouth’s mission. For Felix Windt, Senior Director for Network Services, he too strives to do his part. For students and faculty, this means implementing technology that enhances the class-room experience and education that is foundational to a Dartmouth education. For researchers, it’s providing leading computing and networking services to advance teaching and research. Windt innovates with new ideas and consults with community members who want to further explore their own areas of expertise with information and technology.

When the COVID-19 pandemic was beginning to spread, Windt knew that time was of the essence to address Dartmouth’s ongoing challenge

of managing a traditional on-premises VoIP phone system, as well as some very old desk phones that were falling out of support. Not only did this system prevent the Dartmouth community from operating at peak productivity levels, it provided no real options for supporting the mobile workforce that became a reality.

Solution

GoTo Connect is the cloud-hosted solution that fit the bill for Dartmouth. Key contributing factors included ease of use, integrated software solution, ease of deployment, reliability and predictable pricing. GoTo Connect has a strong foundation in the K-12 education sector and has branched out into higher education after building and testing out competitive services.

"We also liked that GoTo Connect had a decent presence in school systems, as education as a vertical tends to be somewhat different – higher ed specifically is the epitome of bring your own device, or BYOD, both on the student and faculty side. This is particularly true for Dartmouth," said Windt.

The transition to the cloud has been a steady and straightforward process. Windt and his team have replaced thousands of desk phones with software, headsets, computers, and Polycom phones. This also includes many public phones, such as wall-mounted phones in labs, phones in elevators, and blue light phones that act as panic buttons to notify Dartmouth's Safety and Security office. In addition, Dartmouth easily converted numerous service and frontline support call centers to the GoTo Connect Support Center.



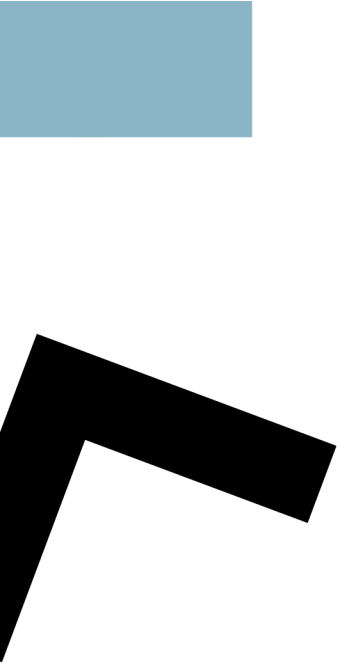
Results

Dartmouth College has converted thousands of users, with their sights set on thousands more. As with any substantial technological migration, there are bound to be bumps along the way, but Windt assures that they've been easily managed. "Because of the many use cases we support, not every conversion is simple, and each department has their own workflows that we try to take into account when migrating them to the new platform. Overall the migration has been a resounding success," he states.

Additionally, Dartmouth has seen a substantial increase in soft phone usage. An impressive number of people are opting for a smart phone or laptop software installation, empowering them to place and receive phone calls using their Dartmouth number, wherever they are.

So far, the response from the Dartmouth community has been overwhelmingly encouraging, giving Windt hope for further adoption and usage. “The feedback from Dartmouth users has been very positive. Once they discover the enhanced functionality that a software-based phone can bring, they are starting to report that they will not be needing a traditional, hardware-based phone once they return to campus – they’re sticking with GoTo Connect,” said Windt.

When asked to describe his personal overall experience, Windt exclaimed, “I just wish we’d started on this path earlier!”



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Felix Windt

Assistant Director, Network Services,
Information, Technology and Consulting,
Dartmouth College

Success Story:

King's College Victoria



King's college is an independent school in regional Victoria. Offering a community-centric learning environment from pre-K to year 12, the College has been serving families in Warrnambool, Victoria since 1986. The College's mission is to provide a caring Christian education to effectively prepare students to be lifelong learners and instil in them the drive to serve.

Challenge

Dealing with an antiquated phone system with old handsets, insufficient support, and limited functionality was no longer viable for King's College. The existing phone infrastructure wasn't meeting the needs of their growing school community which drove the search for a telephony solution. "We were looking for a cloud-based system that allowed us to forward calls to people's desks but also to their softphones, and GoTo Connect solved that for us cost-effectively," said Brad Zeunert, Head of Senior School and ICT manager at King's College.

Solution

GoTo Connect's soft phone solution integrated seamlessly with the College's hard phone system. Zeunert shared, "We have phones in every classroom, and we can page to all the phones if we wanted to. For example, we had a drill the other day and were able to send a message to all the desk phones in each classroom and to all the soft phones as well." This flexibility enabled school staff to communicate whilst on the move. "Having that flexibility is especially helpful when, for example, we need to advise staff outside of school grounds during an emergency to stay away or come back at a later time," he said. For a Physical Education teacher like Zeunert, this was a feature especially appreciated. "If I'm at the gym, I may not be at the desk, so the office staff who accepts a call intended for me can forward it to my soft phone."

GoTo Connect has also made life easier for school staff in the remote learning environment. "If a staff needs to work from home, they could still be contacted as if they were in their office. I can dial from my desk phone, and it would ring their device at home, which is fantastic." Another value-added feature that staff members appreciate is the ability to protect their privacy. "Teachers can call out using the school telephone number from their personal mobile devices which prevents staff personal mobile number from being revealed to the parent community. People can maintain the professional front while enjoying the convenience of managing school-related communications through their personal mobile devices."

“ It’s much easier to stay in contact with the school community now that we don’t have to be tethered to our desks or offices to make or answer calls. You now simply open the app and make or take calls, anytime, anywhere.”

Brad Zeunert,
Head of Senior
School and ICT
Manager,
King’s College Victoria



Results

King’s College has been delighted by the ease of internal and external communications GoTo Connect has afforded the school community.

“Communication channels are much easier now with GoTo Connect. Now, I can push a button and get a hold of the English office or the Science teacher,” Zeunert commented.

He continued, saying that GoTo Connect also democratised access to the school’s phone system: “Almost everyone has access to the app on their phone whereas before, access to a school phone was limited to a few.”

Zeunert also remarked how this ease of communications have brought the school community closer together. He shares, “teachers love the flexibility of being able to call from their personal phones whilst representing the school because we’re encouraged to keep in touch with families. It’s much easier to stay in contact with the school community now that we don’t have to be tethered to our desks or offices to make or answer calls. You now simply open the app and manage comms, anytime, anywhere.”

In addition to ease of communications, the College has enjoyed the local support provided by GoTo. Zeunert expressed that the school was impressed by the great support from local agents. “Although GoTo is a global company, we were given a local point of contact for support – and their support was excellent.” Zeunert concluded by saying that he highly recommends GoTo Connect for any school looking for an affordable, flexible cloud-based solution that is quick to implement and easy to adopt, backed by responsive local support.



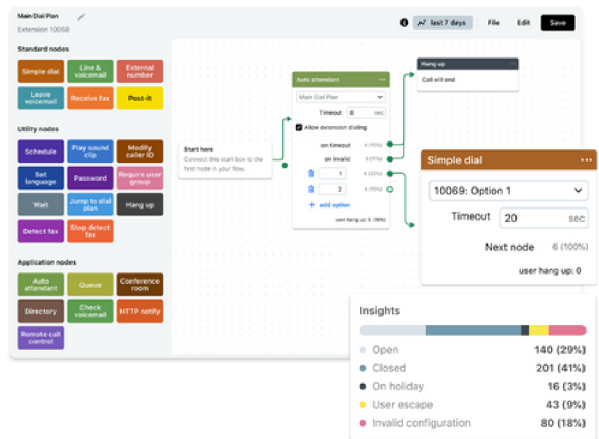


Undisputed Leader in K-12 Communications

Trust GoTo for simple collaboration with faculty and safe communication with students. It's critical you keep your communication lines open, especially during unexpected emergencies.

GoTo:

- Powers nearly 800K customers
- Provides meeting sessions for over 1 billion people
- Generates over \$1 billion in annual revenue
- Has over 20 years of trust and security
- We are your "Easy Button"



GoTo Connect is the leading national provider of hosted VoIP solutions in K-12, with safety features helping administrators maintain a safe learning environment both on and off campus.

Phone

Reduce disruption among students, teachers, parents, and staff. Retain extension dialing, call flows, and all your phone numbers.

Meetings

Use GoTo Connect to reduce student and faculty exposure by enabling face-to-face remote collaboration, via desktop, web, or mobile.

Messaging

Use chat and text to send quick messages between staff or students. Create customized messages and time-based call routing changes in real time.

Remote Access

Take calls and meetings via your browser, the desktop application or on the go through the mobile app.

*Terms and conditions may apply

"With GoTo Connect, there's so much more capacity for growth. Having a system that grows with us is a big deal. And it's not just the number of phones or the reach of the system. It's all about the options open to us now."

Andrew Ricabal

Superintendent, Forest Lake Christian School

"We live in LA, there might be an earthquake tomorrow. We needed a system that could work from anywhere. That's what GoTo Connect brought to us. It's centralized and in the cloud."

Geovanni Rivas

Head of IT, Para Los Ninos

"Students love [GoTo Connect] because they can learn, share and get a sense of community. School is more than just learning and quiz-taking."

Troy Linder

CTO, Fraser Public Schools

A safe, engaging learning environment, on-site or remote

Protect your students from the unexpected

- TLS encryption and 256-bit AES encryption at rest protects sensitive chat, session, recording, notes, and more.
- Password protection and meeting locks.

Enhance your school safety and notification capabilities

- Remote alert and lock down from any device, no matter where you are.
- Easily integrate endpoints like panic buttons to connect immediately to emergency services.
- Full integration with BluePoint alert RERS, InformaCast and CatapultEMS to keep everyone safe and in compliance with Alyssa's Law.
- E911 capabilities automatically provide accurate, specific location information to emergency dispatchers and responders.

Simple administration and affordable pricing

- Custom onboarding and on-demand training are available to get your district up and running quickly.
- Easy management with custom configurations with just a few clicks from a phone or computer.

Up, running and here for you

- 99.999% uptime, low bandwidth usage and distributed cloud architecture.
- 24/7 support.

Enriched online learning experiences

- GoTo Training and GoTo Webinar enable educators looking to incorporate more interactive coursework and workshops.
- Share materials like handouts, workbooks, and external links – before, during and after meetings.
- Polling, surveys and chat empower students to engage with the content in real time.
- Cloud storage for storing classwork, handbooks, tests and more.



CASE STUDY

SUCCESS STORY: SOUTHERN NEW HAMPSHIRE UNIVERSITY



Challenge

As the largest provider of nonprofit higher education in the country, Southern New Hampshire University has their work cut out for them. They need to support more than 240,000 users, including 130,000 online students, 3,000 on-campus students, 4,000 on-campus faculty and staff, 6,000 remote faculty and staff, and 100,000 alumni. And they need to do it all while meeting the internal business units' very high expectations for user satisfaction and customer experience.

As the front line for all technical support, the SNHU Technology Help Desk team needs to manage an unpredictable volume of requests. They may receive 100 requests one day and 200 the next, especially during key events like the start of a new term. And they need to do it in a way that meets the needs of an increasingly modern user base. For example, SNHU employees and students don't want to pick up the phone when they need IT help. They expect technical support to be just as quick as other communications they're accustomed to, like texting, which adds another layer of expectations to meet.

"Like with any other service, you want something that's smooth, easy to use, and less of an uplift for the end user. That's the level of support Rescue lets us provide."

Michael O'Leary
Manager of Client Services, SNHU



Southern
New Hampshire
University

Industry
Higher Education
Headquarters
Manchester, NH
Number of Users
10,000+





Solution

Rescue enables SNHU's Technology Help Desk to provide a positive experience for both customers and agents. Connection to technical support is frictionless, leading customers to solutions faster – even during the busiest times of the school year. They offer general help desk assistance for website users and a deeper level of support for more intricate issues through a Rescue calling card available on all SNHU endpoints.

On the agent side, contextual information offers insight into what issues to expect before the session starts, saving both time and effort. They can seamlessly take control of the user's device, send files and documents, and even fix hardware issues through Rescue Lens video support.

While the agent solves the issue, the user can simply sit back. "Like with any other service, you want something that's smooth, easy to use, and less of an uplift for the end user," says Michael O'Leary, Manager of Client Services at SNHU. "That's the level of support Rescue lets us provide."

“Rescue lets us provide a higher level of support to our customers, and users are over the moon with it. It allows us to be more supportive, and they can just step back from their machine and let us fix it.”

MICHAEL O'LEARY

Manager of Client Services, SNHU



Results

SNHU has leveraged Rescue as their singular support solution since 2013 due to the high quality of service it enables and its ability to easily scale with the university. SNHU's business units judge the Technology Help Desk by how well they support end users, and they are consistently pleased with the results, including:

- Decreased average speed to answer from the business unit's requested SLA of 1.5 minutes to just 25–40 seconds.
- The ability to handle peak volume events with just 10–15 seconds difference in pickup time.
- Meeting the chat abandonment SLA of 15% (users who abandon their request for support while waiting just 30 seconds on average).
- Average handle time of 16 minutes, with 15 minutes 30 seconds of that time actively working on the issue.
- The ability to grow with SNHU in a short amount of time, from 10 agents supporting 50,000 users to 75 agents supporting more than 100,000 users.
- Integration with ServiceNow to make each workflow—from ticket creation in ServiceNow to remote support session in Rescue—as seamless and time efficient as possible.

Rescue has given SNHU the confidence to grow the university's online student base by providing a reliable support solution that scales easily and creates a positive customer experience.



Rescue, built by GoTo.

Remote support for every essential connection.

