Florida's School District of Clay County Successfully Deploys Hosted VoIP Service

The School District of Clay County (Clay), located in Northeast Florida, serves approximately 35,100 students and is comprised of 48 schools, including its adult education program and alternative schools. The school district is currently replacing its failing legacy phone system with ENA SmartVoice, ENA's hosted VoIP solution designed for K–12 schools, higher education institutions, and libraries. The district has experienced a seamless and smooth transition to its new cloud-based voice platform and is enjoying the enhanced features, mobility, and excellent customer service that comes with ENA's next-generation, enterprise-class VoIP service.

Building a Unified Vision

Since his arrival a few years ago, Jeremy Bunkley, Clay's information and technology services department supervisor, has rapidly transformed Clay's technology staff into a 21st century IT department that works closely with Clay's digital instruction team to produce positive outcomes in the district's classrooms. He's formed a tight-knit team that shares a unified vision for Clay's students. "In our department, we hire our staff members based on personality," says Bunkley. "That's not to say we don't have talented individuals on our team—we definitely do. They are all extremely intelligent and great at what they do. But having everyone on the same page in terms of what we want to accomplish makes it much easier to deploy and support new technologies."

When Bunkley recently made the decision to overhaul the district's existing phone system and integrate ENA SmartVoice, his team was onboard. "We've deployed VoIP at 24 sites so far," says Bunkley. "It has been a very easy switch. ENA has been great to work with, and our internal IT team members have done an excellent job of making the transition seamless."

All the Bells and Whistles!

### Online Portal

Bunkley and his colleagues are enjoying the enhanced features included with their ENA SmartVoice service package. "The solution's online user portal enables us to differentiate administrative control, which has been great," says Bunkley. "It has taken some of the management of our communications platform off our network operations team and empowered our schools with the ability to help themselves in ways they couldn't before."
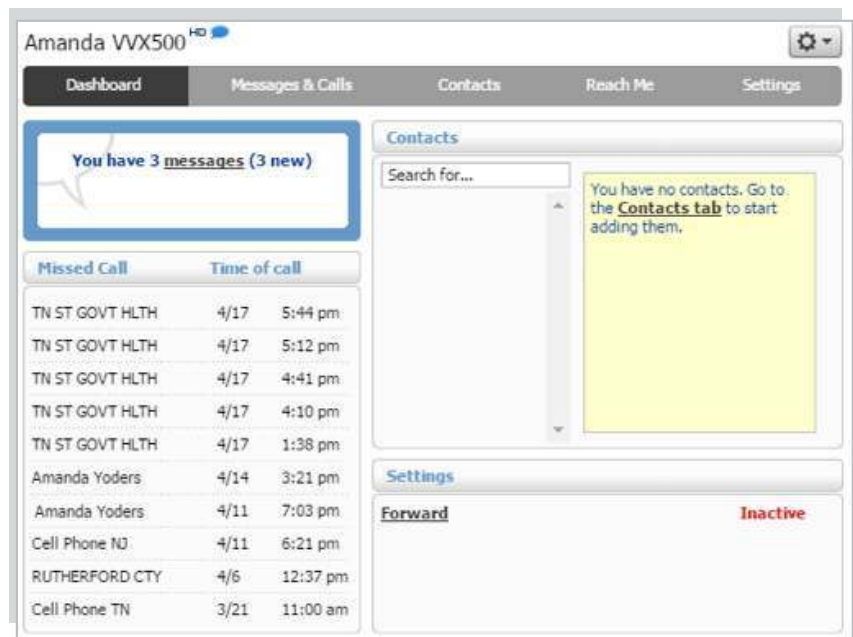
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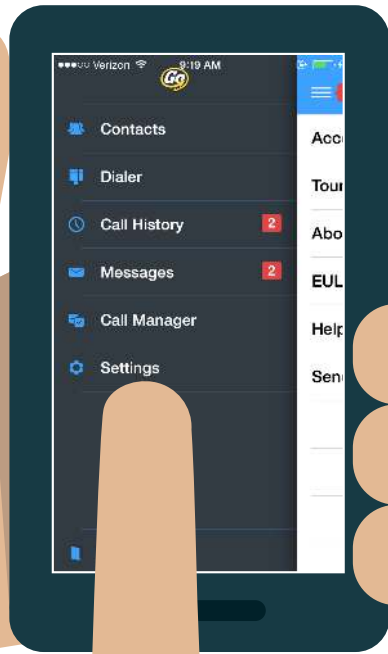
Mobile App

Clay's technology team is also using the ENA SmartVoice Go mobile app to mobilize their office environments. The app allows users to seamlessly move active calls between their desk phones and their smartphones. "My team uses the app a lot," says Bunkley. "We have consolidated multiple phone numbers to a single phone number. The app also works over Wi-Fi even if no cellular connection is available, so it was a great resource to have during a natural disaster like Hurricane Mathew."

An Experienced Support Team

Above all, Bunkley appreciates the individuals who make it all work. "The people at ENA are what set this service apart and what make it great. With ENA, you gain access to an entire support team of knowledgeable engineers and experts who are ready and willing to help you."

With their VoIP deployment well underway, Clay's IT leaders are able to shift their focus away from maintaining their outdated legacy phone system and spend more time supporting the integration of new technologies in their district's classrooms.
"I understand that change can be difficult, but it's absolutely necessary to create thriving 21st century learning environments in our schools," says Bunkley.
"I'm in awe of what my team and peers have accomplished in such a short time period of time."

ENA SmartVoice®

To learn more about how ENA SmartVoice can transform your communication platform, please visit:
https://www.ena.com/communication/ena-smartvoice.