

A simpler path for higher education

Navarro College



SITUATION

Over the years, this central Texas college had chosen to modernize their telecommunications systems by investing in a Voice over IP system. However, they were less than thrilled with the type of service that their current provider, AT&T, offered.

In a stroke of serendipity, this Network Administrator randomly fielded a call from a SpectrumVoIP employee who was trying to contact another campus. Even though Navarro was using another provider at the time, the call sparked a relationship and they remained connected moving forward. When it finally came time for Navarro College to move carriers, he knew exactly who to call to get what they needed.

CHALLENGE

This Network Administrator felt that their current provider gave the correct technological solution, but at the cost of human-centric customer service. His experience with AT&T felt cold, soulless, and came at a too high of a price point.

SPECTRUMVOIP SOLUTION

SpectrumVoIP was able to help Navarro College seamlessly transition their campuses to a state-of-the-art VoIP system without saddling them with upfront costs. From setup to training to triage, they experienced dedicated, Level 1 tech support that was prepared to help at a moment's notice. In the most unlikely of connections, this Network Administrator found a true partner in SpectrumVoIP, one that could not only increase their bottom-line savings but their confidence in human-centric service as well.

OUTCOME

- Peace of mind through personal customer service that made Navarro College feel seen and heard
- Offered a partnership as well as a service
- Customized the VoIP solution to meet the unique needs of Navarro College campuses
- Seamlessly transitioned from their old VoIP system
- On-the-spot IT triage to tackle issues ASAP



INTRO

4 College Campuses
700+ Employees
10,000+ Students
Used PBX (Private Branch Exchange) and VoIP with AT&T and one other provider previously



“Communication is key, and SpectrumVoIP provides.”

Michael Robinson

Network/Telecom Administrator