

## Yealink and True IP Solutions Team Up to Help Education Improve Communication Efficiency and Reduce Cost



### Overview

- School districts in the United States (US) face unique challenges with budgeting and operations as they try to provide enhanced technology with budget constraints. The school districts need to strategically invest their resources in empowering students to become successful.
- A large percentage of school districts continue to bear the cost and problems caused by their legacy PBX phone systems. These systems are complicated, costly to maintain and repair, and have few features to support today's communication needs.
- A simple, plug-and-play Unified Communication solution (UC) provides an opportunity to reduce operational costs and improve communication productivity. The partnership between Yealink and True IP Solutions provides an easy and reliable Unified Communication solution to school districts anywhere.

### Partnership History

- TIPS was founded to provide a fresh, flexible approach to technological solutions that is affordable to organizations of all sizes. TIPS's background lies in providing solutions for enterprise IP-based networks, including larger educational systems, medical facilities, managed communities, cable and telecom companies. With more than 30 years of extensive experience, TIPS is focused on providing a 21st century UC platform that offers sophisticated, unmatched service to its clients.
- The team at TIPS began providing Yealink phone solutions in 2010. This provided a powerful feature-rich combination to offer school districts. With Yealink's industry leading high-quality HD phones and TIPS feature-rich UC system, and their advanced services and support, this solution provides a great long-term value. With tight collaboration between Yealink and TIPS, thousands of phones have been deployed in a successful and timely manner for educational institutions. This solution allows school districts to enjoy high productivity and simple communication.



#### Industry

Education

#### Partner

True IP Solutions ("TIPS")

#### Solution

Yealink T2 Series IP phones  
True IP Solutions UCC Service



T22 → T23G



T26P → T27G



T28P → T29G

## Successful Cases

### Sampson County Schools



#### The Background

As the power of the IP Protocol (Internet Protocol) was beginning to be understood by many in the educational field and network connectivity started to become affordable and necessary in education, the Sampson County School district began searching for ways to improve communication with staff and parents. The schools in the district had traditional analog telephone service which was costly and required maintenance contracts. The technology staff decided to begin testing Voice over IP (VoIP) as a possible solution to replace the district's aging phone infrastructure and devices.

#### The Solution

- After carefully researching Session Initiation Protocol (SIP) based IP phones, Yealink was chosen. The features, functionality and competitive pricing offered by the Yealink products made them a natural choice.
- In the Fall of 2011, the TIPS team deployed Yealink T22P IP phones for classrooms and T26P IP phones for the administrative staff in an elementary school pilot. The district quickly recognized the value in the hosted voice solution and a decision was made to move the entire district to the hosted UC platform in the summer of 2012. The district purchased another 1,000 Yealink phones and in July 2012 they became one of the first totally hosted VoIP deployments in NC.

#### The Benefits

- After a successful launch and operational period, the value became obvious. One of the first benefits was the ability to operate with one wired network in the facility. The old CAT3 analog telephone wire plant was abandoned, and the Yealink phones were placed on the facility's data network.
- The second significant value was the cost of equipment. No longer did the district have to invest in telephony hardware and expensive handsets. With a hosted solution the only cost to the district was the new Yealink IP phone which was one-third the cost of a normal handset.
- Today the district continues to utilize the original Yealink phones for daily operations. They have experienced less than a 2.5% failure rate (including artificial damage) over the last 5+ years of operation. The school district has been extremely satisfied with the solution.

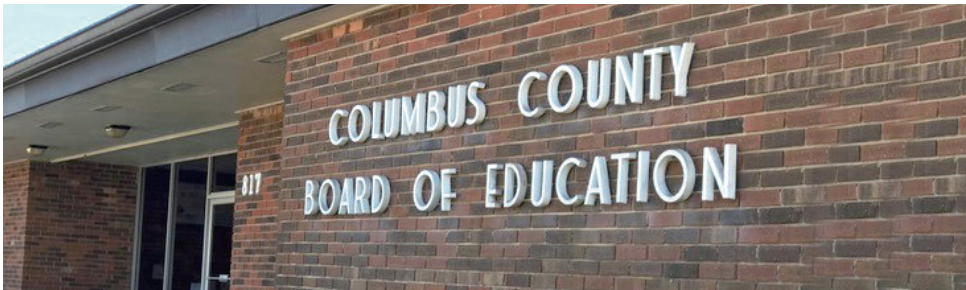


"The Yealink phones deployment has been a success within Sampson County Schools. We have been using the IP phones for over five years and have found the cost of ownership to be pennies on the dollar. We have very low maintenance cost with these devices. The majority of the original phones are still in service today. I have been overwhelmed with the success of this product, and I'm grateful to Yealink and TIPS for introducing us to the product.

--- **Dr. Wesley Scott Johnson**  
Assistant Superintendent of  
Instructional Services  
Sampson County Schools

## Successful Cases

### Columbus County Schools



#### The Background

After talking with the TIPS team and Sampson County Schools, Columbus County Schools made the decision to move to a hosted VoIP solution in 2014. After bidding through the e-rate process, True IP Solutions was selected to provide these services. With favorable references from current customers using Yealink products, the decision was made by Columbus County to deploy Yealink IP phones.



#### The Solution

The school district deployed Yealink T22P for classrooms and T26P for the administration staff. A total of approximately 1,000 handsets were implemented successfully in the summer of 2014. The cloud based UC solution by True IP Solutions provided the ability to offer advanced services such as all hand set paging, e911 services and custom calling plans to the classrooms. Moreover, the Yealink phones integrated into the TIPS solution and this provided high quality HD voice and the ability to support a wide array of other services seamlessly. With Yealink's commitment to provide high quality low cost IP phones and great customer support, the solution continues to be a winner for the district.

#### The Benefits

The results were obvious. The array of UC services provided the school district new features and saved them time. It eliminated costly maintenance fees and provided easy budgeting with flat rate pricing. The school was also impressed with the quality and clarity of the phones and the expanded features. The district was able to abandon the old telephone wire network and the cost of yearly maintenance contracts with aging telephony equipment.



"Columbus County Schools has been extremely satisfied with both the quality and dependability of the Yealink phones as well as the complete hosted VOIP service provided by True IP Solutions. The service and support provided by TIPS has been exceptional from initial implementation to the present. Our LEA has and continues to be very happy with the choice that was made to partner with TIPS on this initiative."

--- **Ken Buck**

Director of Career and  
Technical Education  
Columbus County Schools

## A win-win Partnership

- In each school district project that TIPS was awarded, the move to their hosted VoIP solution was a move to provide advanced services to the staff of each district. The value received was measured not only in cost saving, but in the variety of additional services that could be provided over the same IP network as the data. With most traditional telephone equipment aging out and the cost to maintain two separate wire networks, the value was apparent. Flat rate pricing allows for better budgeting and reduces cost over traditional telephone service.
- Since entering the market space in 2010 TIPS has deployed over 25,000 Yealink phones with the largest single handset deployment being approximately 6,500 phones. Yealink phones effortlessly integrated into the cloud based UC solution offered by TIPS. This allows easy access to advanced features such as multicast paging, custom calling features and e911 services.
- More importantly, the Yealink phones have performed extremely well and with little failure. Yealink's technical support is always online, offering rapid and exceptional support to customers. This enables TIPS to deliver a reliable solution to their clients. "We have found the value of Yealink products to be unmatched by other IP phone providers." said Brian Hales, CTO of TIPS.
- With the quality of the Yealink phones, the array of features, flat rate pricing, unmatched customer service, and the cloud UC solution offered by TIPS, the school districts recognize the value of this partnership to provide advanced communication solutions for all involved. The value continues to the students and parents of the districts as this enables better communication between parents and staff.



"Several different IP phone manufactures were represented during the bidding process. The price of the Yealink products was more advantageous, especially when compared with traditional handsets and other IP phone vendors. In addition, the Yealink product works with any SIP based UC platform. This allows districts to use their equipment with other service providers without having to purchase new handsets."

--- **Michael Steed**  
CEO

"We have found the value of Yealink products to be unmatched by other IP phone providers."

--- **Brian Hales**  
CTO

## About Yealink

- Yealink is a global leading unified communication (UC) terminal solution provider that primarily offers video conferencing systems and voice communication solutions. Founded in 2001, Yealink leverages its independent research and development and innovation to pursue its core mission: "Easy collaboration, high productivity." The company's high-quality UC terminal solutions enhances the work efficiency and competitive advantages of its customers in over 100 countries.
- Yealink is the world's second-largest SIP phone provider and is number one in the China market. Visit [www.yealink.com](http://www.yealink.com) or connect with Yealink on Twitter, Facebook, and LinkedIn.

# Yealink