

Chemawa Indian School – Case Study



FRONTIER COMMUNICATIONS PARTNERS WITH HISTORIC CHEMAWA INDIAN SCHOOL ON STATE-OF-THE-ART PHONE SYSTEM

Founded in 1880 and based in the state capital of Salem, Ore., Chemawa Indian School is a private boarding school for Native American students in grades 9-12 run by the federal Bureau of Indian Education. It is the oldest, continuously operated boarding school for Native American students in the United States.

Students come to the school from many different tribes from all over the western United States, including Alaska, Arizona, California, Montana, New Mexico, Oregon and Washington.

The 300-acre campus serves more than 400 students and includes a challenge course, wetlands, a small forest, athletic fields, a swimming pool, an auditorium and gymnasium.



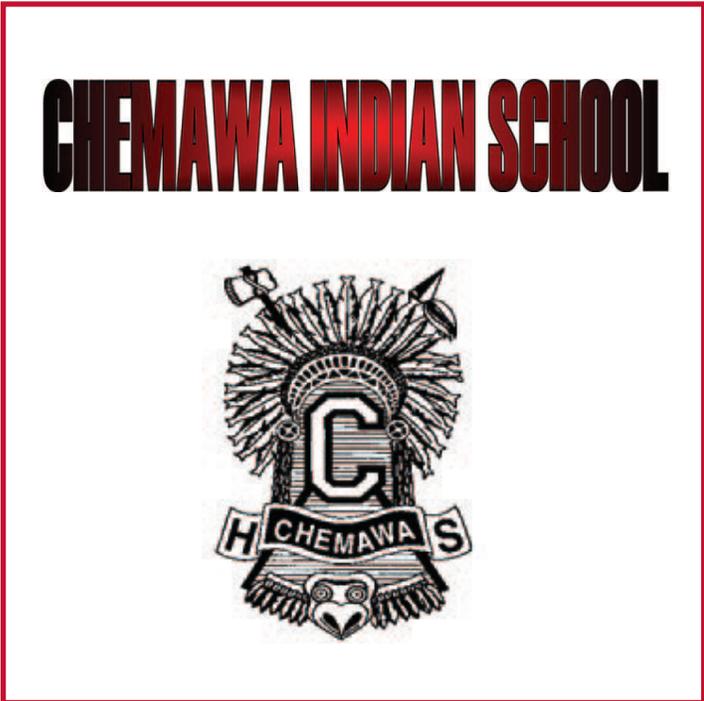
The Need and the Solution

In late 2013, Chemawa first began working with Frontier to replace the school's aging phone system. The school's 160-unit phone system was more than 15 years old and was overdue for an upgrade. Due to the obsolete nature of the equipment and components, there was only one qualified repair technician in the Northwest, requiring substantial travel expenses when repairs or parts were needed. Service response time was in the weeks, rather than hours, as needed.

Frontier partnered with its vendor, Mitel, to provide Chemawa Indian School with a state-of-the-art 172-unit system. The new system provides "twinning" capabilities so incoming calls on a business line can easily be answered on a person's private cell phone. In addition, calls can be seamlessly transferred from a person's cell phone back to their business line – even during a call. This mobility is a key benefit of the configuration.

Frontier account executive Steven Clark said the company's relationship with Mitel, coupled with Frontier's experienced technicians and local operations were major factors in Chemawa Indian School's decision to select Frontier for the project.

As a boarding school with students living on campus for a minimum of nine months out of the year, Chemawa relies on its telecommunications services around the clock.



“Six technicians, who have an average of 15+ years of experience each, live within an hour of the school, which is very reassuring,” stated Frontier General Manager, Jason Mocca. “Customer service and local community involvement are cornerstones of our business.”

24/7/365



The Results

Chemawa is very pleased with Frontier and the new phone system. In addition to the “twinning” capabilities, the set-up also includes iView, an interactive communications solution that connects directly to Frontier’s network operations center, or NOC.



With iView, any potential issues are identified immediately, and an alarm is sent to iView, which then broadcasts to the NOC. From there, a Frontier technician can either resolve the issue remotely or make a service call to Chemawa without the school even knowing there was an issue in the first place.

It’s that kind of customer service the school, its faculty and staff, and its students appreciate.

“We’re going to support them and take care of them,” Clark said.

“While any change is difficult and has its challenges, Frontier has been proactive in making sure the change-over was done with as little disruption as possible,” said Amanda Ward, academic principal at Chemawa Indian School. “They have been responsive to our requests and customization requirements, and have been there to assist in the learning curve for our employees.”

Frontier customizes and provides communication solutions to all businesses, small, medium and enterprise, with a focus on the education, government, healthcare and retail verticals.

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— AMANDA WARD, ACADEMIC PRINCIPAL,
CHEMAWA INDIAN SCHOOL

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