

College of Biblical Studies

Customer Success Story

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Overview

The College of Biblical Studies in Houston Texas is using an MX1200 system for its staff of about 100 employees. They had been searching for a system that they could administer themselves to minimize operational costs, yet streamline communication among all users. The MX1200 is a perfect fit for the College of Biblical Studies, providing familiar PBX functionality along with advantages of a next generation system.

The college was undergoing development of a new campus with a 65,000 sq. ft. building. Their strategic plan called for a measured, gradual growth, with a total population of 3,000 students by the year 2005. Communication among the staff was essential in administering the growth objectives, so the Board of Directors foresaw the requirement of an expandable voice communications system that was easy to deploy, use, and administer. The college had outgrown their existing PBX system, and maintenance of the system had become expensive and unmanageable.

Benefits

With the MX1200, the college can efficiently handle every call. The client interface software (MXIE) provides the means for multiple user types to handle calls in the best possible manner. The operator's console on MXIE allows operators to answer every incoming call and easily transfer the call using the PC. Faculty and other staff members find the call-handling settings on MXIE a valuable tool for allowing callers to reach them wherever they are currently located. When an employee is not sitting at his or her desk, calls are directed to classrooms, meeting rooms, a colleague's office, or mobile telephone based on time of day, caller ID, or the user's availability. MXIE also meets the objective of allowing staff members to receive calls anywhere on the campus by logging into any personal computer and "binding" to any desk top SIP based IP telephone.

The IT manager finds the administration software invaluable for instantaneously responding to user requests for changes of telephone assignment, membership in an operator group, or voice mail allocation. He has met and exceeded his goal of high user satisfaction with nominal cost for system management and implementation. With no prior telephone system administration experience, and with attendance at a two day certification course at Zultys' facility, he has acquired the skills necessary to effectively manage the MX1200.

Installation

The college employed Houston Communication Connection (HCC) to deploy the MX1200. Craig Girndt of HCC immediately recognized the benefits that the College would obtain by implementing the Zultys solution. Craig knew that the system would not only enhance user productivity, but also provide the ability for the college to administer its own system without continual assistance from outside sources. As a certified Zultys



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reseller, Craig was able to get the system fully operational at the college within a day. Service was cutover from the existing PBX without any issues.

About the College of Biblical Studies

The College of Biblical Studies, the largest nationally accredited multi-ethnic Bible college in the US and Canada, was founded in 1976 by the late Dr. Ernest Mays. Originally called the Houston Bible Institute, the mission of the school is to provide college level Bible education and biblically based general education for the Body of Christ with a primary focus on the African-American and other ethnic minority groups, and to equip its students with a biblical worldview for ministry in and for the church and the world. For more details, access:

<http://www.cbshouston.edu>



About Houston Communications Connection

Houston Communication Connection provides technical services to the small and mid-sized business community. They specialize in voice and data systems along with structured wiring solutions to support needs of businesses. Houston Communication Connection has been a Zultys authorized reseller since April 2003. For more details, access:

<http://www.hcchouston.com>

About Zultys Technologies

Incorporated in 2001, Zultys Technologies has its headquarters in Sunnyvale, California. Zultys designs and manufactures award winning products that integrate telecommunications and data communications for enterprise networks. These products are based on open standards, allowing ease of deployment and management. Zultys develops its hardware and software specifically to create products that deliver complete solutions in single boxes. For more information on Zultys or its products, access:

<http://www.zultys.com>

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