



Highlight

Transformative Migration for a Leading U.S. School District

Overview

In partnership, Microsoft and New Era Technology enabled one of the largest school districts in the United States to modernize its communication infrastructure. New Era was crucial in driving this transformation. The team migrated the district from an end-of-life Unified Communications system to Microsoft Teams UCaaS. This shift brought about significant cost savings, better device management, and no need for on-premises server management, all while improving access and collaboration for teachers, students, and parents.

Solution

New Era Technology conducted a thorough assessment of the district's telecom services to identify improvements and optimize performance. Key activities included:

- **Unnecessary Assets Decommissioning:** It was determined that 60% of devices and 40% of accounts were decommissioned, leading to substantial hardware and licensing cost savings for the district.
- **Teams Voice Deployment:** Migrated 13,784 accounts to Microsoft Teams Voice services, which provided seamless communication throughout the district.
- **Device Deployment:** Deployed 4,311 physical Teams phones across 379 locations and replaced the outdated legacy hardware.
- **Advanced Configuration:** Set up 950 auto attendants improving call routing and thus, communication efficiency.
- **Centralized Management:** Microsoft Teams Admin Center and Intune were used for the device and user administration to gain control and visibility.

Outcome

The migration efforts by New Era Technology in collaboration with Microsoft resulted in significant benefits for the district, including cost savings, improved operational efficiency, and enhanced communication across 379 locations. By removing unused devices, accounts, and outdated infrastructure, the district reduced expenditures. The efficiency of operations significantly improved due to streamlining administrative functions using centralized management tools. New Era Technology improved communication across 379 locations by introducing a modern telecommunication system with advanced features, making it easier for staff to connect and collaborate. The implementation of real-time reporting tools provides the district with precise, ongoing data on device deployment and usage, delivering valuable insights to track resources efficiently and support informed decision-making.

"Together with New Era Technology and Microsoft, our team has been able to optimize our unified communications and offer all services through Teams + Calling Plans. With this project, we have not only saved time and money but have also been able to demonstrate our commitment to simple, standard, secure and sustainable solutions."

- Chief Technology Officer

New Era Technology's Digital Transformation Practice

We create digital, data, and technology solutions that keep you moving forward. Today's digital transformations create dynamic technology frameworks that drive powerful customer connections and unleash the power of data and innovation so you're ready for anything. We tailor engagements to meet our clients' unique needs. As a global technology solutions provider, we offer project-based consulting, co-sourced teams, and strategic staffing.

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