

The Foundation Schools Built a **New Foundation of Communication** with **ACC Telecom**

Executive Summary

The Foundation Schools had just opened their third campus and needed to simplify their phone system. Maintaining a separate phone system for each school wasn't feasible, and they knew there had to be a better option. After an exhaustive search, ACC Telecom rose to the top with its professionalism and expertise. In addition to the 3CX phone system upgrades, The Foundation Schools needed a comprehensive public announcement system and video surveillance. ACC Telecom was ready for the opportunity and had a solution for everything The Foundation Schools needed.



PA system & surveillance



Unified communication

Introduction

The Foundation Schools is a nonprofit special education school serving vulnerable students with mental health and academic challenges. Their curriculum adheres to Maryland College and Career-Ready Standard and is tailored to each student's learning needs. From kindergarten through high school, they cover the entire educational journey. Additionally, they offer a 12-month Autism Program and supportive services to focus on the needs of those individuals. The Foundation Schools operates multiple campuses, including a newly opened third school in 2019, highlighting an immediate need for a unified communication solution across all locations.

Prior to working with ACC Telecom, The Foundation Schools operated with different phone systems across its campuses. Once they opened their third campus, communication and technology management inefficiencies became apparent. They needed a partner with experience in schools to integrate all campuses under a cloud-based system to streamline communications. Beyond the phone system, they required a video surveillance and public announcement system that enhanced campus safety and operations.



Problem/Challenge:

The management of separate systems across various locations wasn't something The Foundation Schools was looking to do long-term. The search was on for a system and provider that would meet the school's needs.

- Outdated on-premise phone systems across multiple campuses created inefficiencies.
- Lack of a unified communication system across their campuses.
- Advanced video surveillance and public announcement systems were needed to improve safety and operational efficiency.
- Crucially, in an environment that catered to students with special needs, disruptions in communication were a significant issue and needed to be reduced.

The challenge was clear: Simplify the communication infrastructure and integrate advanced video surveillance and public announcement systems for three campuses in Maryland.

Solution

After doing independent phone system research, The Foundation Schools zeroed in on the 3CX phone system. 3CX is unique because its licensing is based on concurrent calls instead of the traditional user-based pricing, so in a school environment where budgets are closely monitored, this was a significant advantage. They started connecting with local partners shortly after that, and ACC Telecom quickly fit the bill. Not only is ACC Telecom local, but it is also a 3CX Advanced-Certified, Titanium level Partner with extensive previous experience in the educational sector.

“It absolutely was the professionalism from ACC as well as their interest in really hearing what our problem was. And we didn't feel like a cookie-cutter kind of client. We felt very personalized with their attention.”

Morgana Finney,
Director of Communications and Development at The Foundation Schools

For The Foundation Schools, ACC Telecom proposed:

- **3CX Phone System:** A cloud-based phone system that unified communications across all three school campuses.
- **Valcom Paging Equipment:** A comprehensive, state-of-the-art paging solution to bring the school to the next level of emergency notification while remaining HIPAA and ADA compliant.
- **Video Surveillance System:** Next-generation high-quality video surveillance installed to ensure safety and monitoring across all campuses.



The solution was implemented in 2019, and ACC managed the entire process seamlessly. ACC's team stood out during onboarding by providing a solid first impression and ensuring a smooth transition. They have been there every step of the way since.



Results

When dealing with a typical sales experience, you hope that your needs are being listened to and that the product you end up with actually does what you need it to do. The Foundation Schools received the system they needed, the support they wanted, and a partner they never thought was out there.



Quantitative Results

- Unified phone system across all campuses, resulting in streamlined communication and ease of management.
- Seamless integration of video surveillance and public announcement systems to improve safety and security across all campuses.



Qualitative Results

- A significant reduction in technology-related disruptions is especially important for their vulnerable student population.
- ACC Telecom's post-sales support and responsiveness have contributed to a strong ongoing partnership, making ACC a trusted technology provider for The Foundation Schools.
- The Foundation Schools experienced a sense of security with ACC's continuous, high-quality customer support, ensuring operational continuity and communication reliability.

“What really made the difference for us was the post sales experience with the support that we had. And we felt like it's a true partnership instead of being kind of left off, right when everything's integrated and implemented, we didn't feel like we were abandoned as soon as everything got settled.”

Morgana Finney,
Director of Communications and Development at The Foundation Schools

The expertise and personalized support that ACC Telecom showed during The Foundation Schools example isn't an anomaly either. You'll receive this experience when you work with an industry leader like ACC Telecom. They've seen it all and worked in every sector of business, and one thing is clear: their customers have nothing but wonderful things to say. Don't believe us; **[click here](#)** to read more. Contact us today! We can't wait to lighten your technological load.

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