

CASE STUDY – DELTACOM MAKES THE GRADE

THE HEISKELL SCHOOL SELECTS DELTACOM

Efficient, friendly and proactive. That is how Director Cyndie Heiskell of the Atlanta-based Heiskell School describes Deltacom. An unabashed promoter, Heiskell is thrilled to describe the positive changes her Deltacom solution made possible at the school.

CHALLENGE

Located in the residential community of Buckhead in northwest Atlanta, The Heiskell School is a non-denominational Christian institution serving children from preschool through 8th grade. In operation since 1949, the school currently has 400 students and more than 50 staff members. Director Cyndie Heiskell faced several communications challenges at the school her family founded. An unreliable phone system and agonizingly slow Internet connection were her top priorities. By listening to Heiskell's needs, Deltacom was able to create a customized package perfect for the school.

"We needed to replace a really inefficient phone system that constantly dropped calls and hindered our communications," said Heiskell. "Plus the original DSL line from our former provider was too slow for our needs. We have more than 50 computers in student labs and for administrative use."

SOLUTION

Her solution? A Deltacom T-1 for voice and data, plus the purchase of a NEC IPK II phone system.

"Our new NEC phone system has made a significant difference administratively in the running of the school. It enables us to do a lot more," said Heiskell. "Plus, the amount of time and energy that Deltacom poured into getting us transitioned was amazing. Everyone took a personal interest in our business, and making it work for me."

"Our level of service was raised exponentially. Plus, our Internet service is incredibly fast now and does not go down."

While Heiskell enjoys a cost savings with Deltacom, that was not the primary driver in her decision. "I'd actually pay more for my Deltacom service," she jokes. What cemented the win was the impressive amount of time and energy Deltacom employees poured into creating a perfect fit solution, and then transitioning and installing it.

"Deltacom technicians are proactive about equipment maintenance without me ever contacting them," she noted.

Heiskell is thrilled to tell friends and colleagues about her overwhelmingly positive Deltacom experience. "I've been so impressed by this company's friendliness and how its employees genuinely want to solve our problems," she said. "I would highly recommend Deltacom to every business."

The Heiskell School is now even interested in expanding its Deltacom solution to perhaps include Simpli-Mobile and Lexmark office equipment.

Educating the next generation of leaders is no small task, but The Heiskell School's partnership with Deltacom more than makes the grade by equipping them with a communications solution that streamlines day-to-day operations. That's a winning endeavor in any book.

THE HEISKELL SCHOOL: A DELTACOM CUSTOMER



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– Cyndie Heiskell, Director of
The Heiskell School and
a Deltacom Customer

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