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Enhancing Safety and Cost Effectiveness: A Case Study on Manley Solutions' Priority Dialtone Service Implementation at Columbia University

Introduction:

In this case study, we explore how Columbia University successfully implemented Manley Solutions' Priority Dialtone service to enhance safety measures and improve cost effectiveness. By prioritizing communication during critical situations, the university achieved remarkable results in ensuring campus-wide safety, optimizing emergency response, and managing telecom expenses more efficiently.

Background:

Columbia University is a renowned institution with a large and bustling campus accommodating thousands of students, faculty, and staff members. The university's commitment to providing a safe learning environment prompted them to seek a reliable communication solution capable of handling emergencies, effectively coordinating campus-wide responses, and minimizing communication disruptions during high-demand periods.

Challenge:

The university faced several challenges related to safety and telecom expenses:

1. Safety Concerns: Ensuring the safety of the university community during emergencies, natural disasters, or campus-wide incidents required a robust and reliable communication system. Traditional phone lines and congested networks were prone to failure and communication delays, hindering effective emergency response.
2. Cost Inefficiencies: The university's telecom expenses were escalating due to outdated communication infrastructure and inefficient usage management. The lack of prioritization and control over voice traffic resulted in unnecessary costs and limited visibility into telecom expenditure.

Solution:

To address these challenges, Columbia University partnered with Manley Solutions to implement their Priority Dialtone service. The Priority Dialtone service leverages advanced network prioritization technologies to ensure uninterrupted and reliable communication during critical situations.

Implementation and Results:

1. Enhanced Safety and Emergency Response:
    - Priority Dialtone enabled instant access to emergency services and critical communication channels, streamlining emergency response and minimizing response time.
    - Integration with emergency call boxes, fire alarms, and elevators ensured seamless communication, aiding in swift and effective emergency management.
    - The university witnessed a significant reduction of up to 90% in crime incidents due to improved security and immediate communication capabilities.
2. Cost Effectiveness and Efficiency:
    - Priority Dialtone service optimized telecom expenses by eliminating unnecessary costs associated with communication disruptions during emergencies.
    - The university gained better visibility and control over voice traffic, leading to efficient usage management and significant cost savings.
    - Consolidating various communication systems into a unified Priority Dialtone service provided a streamlined and cost-effective solution.
3. Improved Campus Communication:
    - Priority Dialtone service facilitated seamless communication across various campus departments, ensuring effective coordination and enhanced operational efficiency.
    - Faculty, staff, and students experienced reliable and uninterrupted communication, fostering a sense of safety and trust within the university community.

Conclusion:

By implementing Manley Solutions' Priority Dialtone service, Columbia University successfully enhanced campus safety, optimized emergency response, and achieved cost effectiveness in telecom management. The integration of advanced network prioritization technologies ensured uninterrupted communication during critical situations, enabling the university to focus on providing a safe and secure learning environment. The partnership with Manley Solutions proved to be a valuable asset, empowering Columbia University to deliver optimal safety measures and efficient telecom operations for the benefit of its entire campus community.