



Telecenter[®]
by *Rauland*



Solutions Story:

Saving Time and Money with Centrally Managed Critical Communications

Keller ISD now handles emergencies, schedules and communications with a single solution

AMETEK[®]

Keller ISD manages schedules & emergency communications district-wide, or school by school

“Telecenter U handles all critical communications for us, and it’s a simple solution to understand and use.”

Joe Griffin, Chief Technology Officer, Keller ISD



A new critical communications solution at Keller ISD in Texas is saving the district time, money and effort by allowing Keller to uniformly manage schedules, emergency communications and drills, district-wide or school by school.

Rauland’s Telecenter U® solution allows Keller ISD to centralize all events, everyday communications and emergency planning from a flexible, web-based system. Keller ISD is a K-12 public school district in Keller, Texas, north of Dallas/Ft Worth, serving more than 34,000 students from 43 campuses.

“Not so long ago, everything had to be managed and maintained by each individual school, location by location,” said Joe Griffin, Keller’s Chief Technology Officer. “Our campuses were not integrated, and that left us with limited processes and a lack of overall strategy along with a lot of opportunity for errors and omissions. That was a big problem.”

“When we changed bell schedules, for example, we had to do it by sending a technician out, campus by campus, to make the changes at each school,” he continued.

UPDATING TECHNOLOGY

The older solution had been in place over the last 20 years, Griffin explained. “Maybe

that worked for the needs then, but that older technology left us with no interface between campuses, and no opportunity for central management and communication,” he said.

“What drove the decision to update technology was the need for daily bell schedule changes at all campuses due to state testing requirements,” Griffin explained. “The time and expense of creating schedules school-by-school made it impossible to establish a consistent, effective solution that could drive critical communications when and where needed.”

“We’re always looking for better solutions for potential crises, for weather or lockdown emergencies,” Griffin said, “asking, ‘how can we improve on this?’ Telecenter U gave us answers.”

CROSS-FUNCTIONAL SOLUTION

Griffin explained that the Technology department worked closely with the District’s Security office in searching and reviewing possible solutions.

“We both had solutions to bring to the table,” Griffin said, “but we soon realized that Rauland’s Telecenter U® solution had the answers we

needed, and we already knew the company and the solution well. We also thought highly of Lone Star Communications, the local Rauland distributor.”

“Now, instead of doing bells and schedules on location -- one school at a time – the administration team can manage the bells online, centrally, from Telecenter’s web user interface,” Griffin said. “We can also manage drills centrally, or at each school based upon their needs, events and schedules.”

A related benefit of choosing Telecenter U, he noted, surrounded student testing periods, and Telecenter’s ability to centrally reduce or turn off specific speakers from the web user interface for student testing like ACTs. “That ability to control speakers centrally saves us the cost of sending a technician out to locations to physically turn the speakers off every time we schedule student testing,” Griffin said.

Griffin added that another big advantage of the solution is the ability to integrate and operate other existing systems with Telecenter, including door access and security cameras.

“This gives us the ability to eliminate independent operation of dual systems, as they are now integrated and in sync with one another,” Griffin explained.

REPORTS AND DOCUMENTATION

The reporting that comes with Telecenter U is a tremendous benefit to the system, Griffin added.

“As all events, drills and emergencies are being handled in the system online, centrally or locally, we now have details and documentation

available on each and every one. We can document what occurred, when it occurred and how it was activated, where via either the Telecenter U console, web user interface or panic button,” he said. “That has tremendous value in reviewing events after the fact, and in training for future ones.”

“Before putting this solution in place,” he continued, “we had to spend an incredible amount of time just to document the same amount of detail by hand. This ease of documentation has benefited us tremendously – for the users and administration, and also for our security department.”

CONSISTENT TRAINING

“In addition to saving us time and energy with a centrally managed solution,” Griffin said, “Telecenter U is helping us simplify our staff training, because every location and campus is now using the same technology in the same way.”

“Keller has a lot of different roles using the Telecenter U solution,” he said, “and the training can be consistent across all users, at all locations. Keller has been able to standardize both the initial training, and any follow-up needed.”

“Telecenter U handles all critical communications for us, and it’s a simple solution to understand and use,” Griffin said. “Because it’s used the same way across all locations, we’re able to bring in all of our users, from all campuses, for one unified training because it works the same way across all of the schools.”



Telecenter U®

The Telecenter U solution selected at Keller ISD manages Communications, Events/Scheduling, and Threat Management Automation school-by-school and across the district.

Elements of the solution used at Keller ISD include:

- Administrative console
- IP-based two-way communication from Classroom to Front Office
- Web-based User Interface
- Panic buttons
- Zone Page Modules
- Auxiliary Input/Output Module (integrated third-party legacy and security devices)

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About Keller ISD

Keller ISD will achieve the highest standards of performance by providing exceptional educational opportunities for all students. Incorporated in 1911, KISD has surpassed 100 years of educating students in the community. Long a rural, one-campus operation, Keller ISD has seen tremendous growth over the past three decades and has blossomed into one of the largest districts in the Dallas-Fort Worth metropolitan area. Keller ISD strives to be “Intentionally Exceptional.”



About Telecenter U[®]

Telecenter U[®] delivers district-wide critical communications management, from the District to the campus to the classroom. Using Telecenter, a school system can integrate and manage communications involving emergencies, scheduling and events, and everyday use. Telecenter is a complete network-based solution that administrators can access anytime, from anywhere, using a phone or web browser.



About Rauland

Rauland is a respected leader in the design and delivery of critical communications, workflow and life-safety solutions worldwide. Rauland is a division of AMETEK Inc., a leading global manufacturer of electronic instruments and electromechanical devices with manufacturing, sales and service locations across the United States and other countries throughout the world.



About Lone Star Communications

Lone Star Communications is a locally owned and operated company providing state of the art voice and data solutions. Lone Star is an ISO 9001:2000 Certified and UL registered company. When it comes to the design, installation and servicing of critical building systems for the Healthcare, Education and Commercial building markets, Lone Star is committed to delivering a level of service that exceeds customers' expectations.



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