

Case Study

Cape Fear Academy



Cape Fear Academy is a private school in Wilmington, North Carolina. The school is a coeducational and non-profit institution with 600 students enrolled in grades Pre-K3 through 12. As a school, it is imperative that Cape Fear Academy has a reliable communications system in order to reach parents regarding information about their child(ren) or in the event of an emergency.

The Problem:

For several years, Cape Fear Academy implemented an analog ESI PBX phone system that required considerable third-party involvement in order to change extensions, auto attendant messages, or other features. Administration realized that they needed a more robust and convenient phone solution that provided more flexibility and innovative functionality.

The Solution:

Teleco of Wilmington, who had installed Cape Fear Academy's ESI system, presented Star2Star's award-winning solutions. The school immediately recognized the benefits and advanced functionality that Star2Star delivered. The StarBox® Voice Optimized SD-WAN addressed their challenges with features and flexibility, allowing Cape Fear Academy to elevate their communications quality and overall efficiency for the best value. Star2Star was the only provider with a unique Hybrid Architecture that could ensure all of these benefits.

The Results:

Since switching to Star2Star, Cape Fear Academy has been immensely pleased with their easily managed in-house system. Star2Star met their expectations on features like the ability to customize features, streamline call routing, and free up personnel time to improve productivity. Other features that the school values include voicemail-to-email, Find-Me/Follow-Me, and the ability to make internal phone calls even without internet connectivity.

"One of the biggest selling features was the ability to make internal phone calls should we lose Internet connectivity. Having the StarBox® on campus was a safety measure to ensure extension-to-extension communication in the event of emergency," said Dave Sorenson, Director of Technology at Cape Fear Academy.

Sorenson also explained how Star2Star fits perfectly with their business by streamlining internal operations without disrupting existing workflows.

"It's not just one feature or application; it is the entire package," he said. "The system works together very well, users adapted to it quickly, and it really just runs in the background without a lot of fuss."

Overall, the flexibility of the StarBox® proved to be the greatest advantage for Cape Fear Academy. With the option to free up extensions and move them to anywhere in the data network, including cell phone/mobile device forwarding, the school managed inbound and outbound calls at the maximum level of efficiency. They also updated their auto-attendant selections at will, which helped streamline communications with parents. Cape Fear Academy attributes their success to the ultra-reliable and value-adding features that Star2Star's Full Spectrum Communications Solution delivers.

Contact Your Local Reseller For More Information:



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