

Building Communication Foundations for Educational Environments

How Hammond School Unified Communications to Reduce Complexity, Improve Communications and Support Staff Productivity.



HAMMOND

HAMMOND is an independent Pre-K - 12th grade private school designed to engage students in and out of the classroom, whether that means in a science lab, an art studio, or on a soccer field. Placing a premium on experiential opportunities that connect students to the world.

Industry

Education

Size

Medium Enterprise (101-500)

Introduction

Hammond School is an educational institution managing a wide range of communication needs across multiple departments and stakeholders. From coordinating between administrative staff and faculty to maintaining responsive, reliable contact with students, parents, and the broader community, effective communication is central to how the school operates.

Scenario

Hammond School faced mounting challenges with fragmented communication systems that hindered operational efficiency and impacted the quality of interactions with students, parents, and staff. Struggled with a patchwork of communication tools from multiple vendors, creating significant operational headaches. Families and community members encountered poor call quality and dropped connections that eroded trust.

Internally, staff grappled with hard-to-use interfaces, making daily communication tasks unnecessarily complex and time-consuming. Perhaps most critically, Hammond School administrators lacked visibility into call trends or performance metrics, operating essentially blind when it came to understanding communication patterns, peak usage times, or identifying areas for improvement. This fragmented approach not only frustrated users but also drove up costs through redundant systems and inefficient processes.

The costs were real: redundant systems, inefficient processes, and a communication experience that fell short of what students, parents, and staff deserved.

Outcome

The implementation of net2phone's solution consolidated all tools with a single, cloud-based unified communications platform, eliminating the complexity of managing disparate systems and giving administrators a unified view of the institution's communication activity for the first time.

The impact was immediate and wide-ranging. Call quality improved, and the dropped connections that had frustrated families disappeared. Staff gained intuitive interfaces that made daily tasks faster and easier, freeing up time for what matters most. Administrators finally had access to real-time data and call analytics, enabling smarter decisions about resources and service delivery. And by consolidating vendors, Hammond School reduced operational costs and eliminated the inefficiencies that had come with running multiple platforms.

The cloud-based infrastructure provided the scalability and flexibility Hammond School needed to adapt to changing communication demands.

For Hammond School, net2phone didn't just fix a technology problem - it delivered the clarity, reliability, and scalability needed to communicate as effectively as it operates.

Key Statistics

65%

Communication Cost Reduction

net2phone has saved us a substantial amount of money each month while providing our business with the ability to make changes to the system quickly and get units repaired.

- David Pfaehler, Hammond School