

Education Networks of America Teams with Packet Island to Deliver High Quality VoIP

The Customer

ENA

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The Challenge

Provide “carrier-grade” VoIP and Data services to the K-12 Education market.

The Packet Island Solution

ENA deploys a Packet Island device at each of their customer sites to enable 24x7 VoIP and Data flow analysis.

Results

- ENA can pro-actively monitor the “Quality Of Experience” across a large number of sites
- ENA can quickly characterize and diagnose user complaints on VoIP call quality or signaling issues without sending a technician to site
- ENA can identify and resolve WAN and LAN congestion sources contributing to quality degradation
- ENA can perform capacity and growth planning

Based in Nashville, Tennessee, Education Networks of America (ENA) is a privately held VoIP and Data service provider targeting the education market K-12. Their vision is to be the premier managed network service provider in the design, deployment and management of network and communication services for school systems, libraries and governments. They are well on their way to achieving this goal, as today, ENA manages multiple statewide and district-wide education and library networks, successfully serving over 450 school districts, 2 million students, educators and administrators, and over 300 libraries. To realize a critical component of this vision, ENA chose to use Sylanro’s Synergy Application Feature Server platform.

Aware of the support challenges associated with managing many distributed hosted VoIP deployments, ENA understood that a powerful yet cost effective solution to aid in remote diagnosis of transient network issues was critical to their goal of offering “best in class” communication services to their customers. As a result they evaluated several technologies and chose Packet Island’s VoIPCare service for 24x7 monitoring of every VoIP customer network.

“This school year, we will be providing hosted voice service to over 400 schools, providing over 20,000 hosted PBX extensions. With such a large number of unique networks that require our attention, we need to be able to quickly and cost effectively monitor call quality in real time. Without Packet Island we would not be able to provide each of our customers the high level of attention that we currently do.”, said Michael McKerley, Director of Research and Development.

“We are proud to partner with Packet Island to provide a comprehensive carrier-grade solution for ENA”, says Sanjay Khatri, Director of Product Management and Partner Programs for Sylanro Systems.

Providing best in class communication services not only requires a highly customizable feature set but also complete visibility into the customer’s Quality of Experience (QoE), and network events that impact this QoE. Taking into account the large number of distributed heterogeneous networks ENA services, having this visibility means the difference between “business-grade” and “consumer-grade” service quality. With the flexible and powerful feature set that Sylanro offers combined with proactive VoIP call quality monitoring from Packet Island, ENA can proudly offer their customers a highly customized “carrier-grade” communications service.



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