GoTo

Alta-1

Alta-1 College WA is an independent Christian, coeducational, CARE (Curriculum and Reengagement in Education) School of 800 students across Australia. The College was started in Western Australia in 2004 and expanded to Queensland in 2015. Alta-1 functions as a multi-campus school, with nearly all Alta-1 Campuses deliberately utilising the premises of an existing church community. The College focuses on working with disengaged and disadvantaged young people aged 12-18 who are considered educationally, behaviourally, and socio-emotionally at-risk.

Challenge

Reaching disengaged students from a variety of different backgrounds, Alta-1 needed to be able to cater its offerings to meet each student's particular needs. But the organisation's previous communications solution — a combination of SIP trunks, remote access software, and Microsoft Teams as a virtual meeting and collaboration platform made communication complicated. "Our previous solution was neither intuitive nor user-friendly, causing teachers to get technically stuck," said Simon Grant, Head of ICT at Alta-1. "And from an IT standpoint, managing multiple applications was difficult."

Solution

Alta-1 worked with business management firm and GoTo partner CCNA, and the teams implemented GoTo Connect, integrating it with Microsoft Teams. "There were some issues in the setup, and CCNA was very helpful, figuring out why the integration wasn't working and fixing what was broken," Grant said. "They were very on top of letting me know what they were doing and what they needed from me. Once that was going, it was great," Grant said.

After the implementation was complete, the adoption went smoothly. "Training with the admin team, the teachers, and the staff out on campuses was very easy; within a week, they were up to speed," said Grant. "We shared GoTo's how-to guides with our teaching staff, and they were able to pick things up very quickly."

> "GoTo lets everyone have freedom of communication that's consistent, regardless of where they are. Everyone can communicate easily and effectively."

Simon Grant
Head of ICT,
Alta-1

GoTo Connect immediately delivered benefits, allowing Alta-1 to change the call flow directly and immediately versus waiting for a third party to make it happen. This change in call flow enables students and parents to immediately reach their intended party rather than being routed via an IVR system, which has shortened response time and increased overall satisfaction. It also allows staff to take and make calls without being tied to a desk phone. "GoTo lets everyone have freedom of communication that's consistent, regardless of where they are," said Grant. "Everyone can communicate easily and effectively."
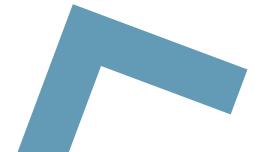
Results

With CCNA's guidance, Alta-1 transitioned from its previous solution to GoTo Connect in a mere six weeks. Currently, the organisation is tracking KPIs and making plans to promote its offerings in other regions around Australia.

Converged Communication Network Applications Pty Ltd (CCNA) delivers leading technology solutions and services within the Enterprise, Government, and Carrier market place. Their approach is to provide customers with a flexible outcome driven road map to their technology needs. CCNA focuses on ensuring network continuity for applications such as: Unified Communications, Collaboration, Customer Experience, Virtualisation, Network Security, and other real time service offerings. The innovative design, development, and implementation of converged communication network applications are their core areas of expertise.

Want an easy-to-implement, easy-to-use communications solution that integrates with Microsoft Teams? Visit goto.com/connect or call us at 1800 317 390 to learn more.

Learn More

08.31.2022_GoTo0425