GoTo

Point Loma Nazarene University

Point Loma Nazarene University is a selective liberal arts university located in San Diego, California, and sits on a 90-acre campus overlooking the Pacific Ocean. In addition to more than 60 undergraduate areas of study, PLNU offers graduate program regional centers. The institution is one that's committed to excellence and ongoing, holistic student development. It strives to foster a unique sense of community that can only be achieved through transparent communication and universal trust.

Challenge

The university has several IT-based teams, including a media events team, a help desk team for general IT needs, a computer technicians team, and an information systems team for user management. The IT department also has an infrastructure team of six, including Systems and Cloud Administrator Kendall Johnson.

Previously, Point Loma Nazarene University used a PBX phone solution, which was hosted on-premises; it lacked mobility options and offered very little beyond a physical phone on one of their physical campuses. The university was eager to expand their phone solution offerings to include mobility and flexibility to enable its multitude of teams across campuses to communicate effectively. Other requirements included improved security, ease of use for device management, integration with their single sign-on (SSO) platform, and easy access to multiple solutions through a single portal with a single access point. Ultimately, a modern phone system with a central point of contact for effective communication internally and externally was the desired solution to their intended goals. "We needed to have a reliable, easy-to-use product," added Johnson.

Point Loma Nazarene University could not have known that just two months after their deployment of GoTo Connect, the COVID-19 pandemic would force it to shut its doors, meaning the timing of going live could not have been better.

> "Before COVID-19, Point Loma took the 'in-person first and always' stance. Within the last year, they have opened up to looking at fully remote or hybrid options for employees and staff. GoTo Connect goes with me and I'm not tied to a desk. It provides the flexibility we need."

Kendall Johnson
Systems and Cloud Administrator,
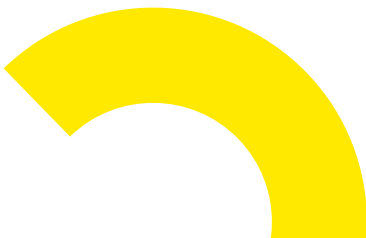Point Loma Nazarene University

Solution

GoTo Connect, GoTo's cloud-based VoIP phone system, meeting, and messaging solution, allowed Point Loma Nazarene University to move everything swiftly and efficiently into the cloud. This gave their IT teams the time and freedom to focus on other critical tasks rather than constantly maintaining hardware and upgrading firmware, while GoTo Contact Center enabled call queueing to streamline calls to departments with high call volumes. "When we all had to go remote, it was a huge win to have GoTo Connect, which is cloud and mobile-based," said Johnson.

"Previously, we were constantly dealing with troubleshooting and server resource issues with the on-premises solution, and the system was constantly crashing," Johnson continues. "It was nearing the end of its life and keeping it alive was a big pain point. So, knowing that GoTo Connect is reliable, that someone else is watching and maintaining it rather than us having to babysit, that's fantastic. Doing firmware and hardware upgrades all the time is a full-time job, and now we don't have to worry about it."

GoTo Connect's dial plans have been another big win for Point Loma Nazarene University. They currently have around twelve call queues, sitting in some form of dial plan with schedules. The university needed queue-based capabilities and the ability to log in and out of multiple calls via a flexible app – all of which GoTo Connect provides. "It's a vital point for our helpdesk to bring in student workers and have them and our staff login and out as needed," Johnson explains, and that includes the helpdesk, Admissions, Financial Services, and more.

The dial plans have even helped to support the university with its response to COVID-19. The Wellness Center was able to set up a hotline to connect students to the care they needed, whether it was to the on-call nurse for advice, Public Safety for reporting an emergency, or Residence Life for meals while in isolation. Two queues, one for on hours and one for after hours, helped route calls depending on time of day to the correct individuals. This central hotline served as a vital lifeline for everyone involved, saving a lot of manual time and effort and making the process seamless.

> "Before we were brought in, they were doing manual call forwarding to the cell phone of the person on call when the day ended. So the ability to have our nurses have the GoTo mobile app that they can just log into from the queue when their shift starts has been a big win," explained Johnson.

📈 Result

Thanks to GoTo Connect and GoTo Contact Center, communication at Point Loma Nazarene University has been completely overhauled. Calls run smoothly, departments can connect and communicate without issue, and Johnson and his IT colleagues no longer have to keep a constant eye on limping legacy systems.

GoTo Contact Center has been essential in enabling Point Loma Nazarene University's departments to be proactive in making improvements where needed. Its robust dashboards help call supervisors from the Student Financial Services and Graduate Admissions departments gain visibility into call analytics and stats. They can monitor whether there is enough staff to field calls, allowing for adjustments to be made to schedules as required. This newfound access to call data has enabled Help Desk Coordinator Remy Johnson and her team of eight to track their progress. "I use Agent Summary for data reporting, and from January to February, the average hold time dropped by almost a minute. That makes a big difference," Johnson said.

This combined solution has also altered the university's outlook on the future of work, helping them rethink how work can be conducted flexibly and from anywhere. "Before COVID-19, Point Loma took the 'in-person first and always' stance. So as the world has changed within the last year, they have opened up to looking at fully remote or hybrid options for employees and staff. So personally, I'm three days on campus, two days remote. GoTo Connect goes with me and I'm not tied to a desk. It provides the flexibility we need," stated Johnson.

Flexibility is no longer a pipe dream for Point Loma Nazarene University: it's a reality.

Learn how GoTo Connect can help your organization by visiting GoTo.com/connect or calling us at 1 800 514 1317

Learn More

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