



Success Story:

Calvary Christian College (CCC)

Calvary Christian College started with a vision to build a school with Christian values as the foundation of all learning. With a small group of students, parents, and teachers in Springwood, Queensland, the school began in 1984. Now with a campus in Springwood and Carbrook, the school offers both primary and secondary programs across the two campuses. CCC opened its Early Years Education centre in 2007 and its Pre-Prep program in 2015, becoming home to over 900 students from the Early Learning Centre to Year 12.



Challenge

Like many educational institutions, the COVID pandemic caused Calvary Christian College to take a closer look at its existing systems, identifying opportunities to improve the experience. “COVID forced us to support remote learning and remote working, and we knew we needed to keep a safe, secure environment but still allow accessibility. We previously had our own on-site PBX system to handle our telephony needs, but COVID caused us to rethink our approach. We needed something that would make it easier for remote workers to communicate,” said Karel Nieuwoudt, IT manager at Calvary Christian College.

Cloud-only telephony systems weren’t an option for CCC. “Having a hardware-based phone in our classrooms and offices is a legal requirement — people must be able to make calls directly to and from classrooms, and teachers need to be able to call each other directly —but we knew we wanted to take advantage of the flexibility that soft phones provided. We started looking for a hybrid solution,” he shared.



Solution

CCC considered various solutions, ultimately selecting GoTo Connect’s hybrid hard and soft phone system. “GoTo Connect has allowed us to create a hybrid environment that works well for our organisation. It’s provided us with a much more cost-effective solution,” Nieuwoudt said.

Moving from its old PBX to its new cloud-based system was a seamless, trouble-free process. “We migrated over the holidays, and people came back to new phones and a new phone system, but they didn’t really notice a huge difference, as everything worked seamlessly. People had good feedback — they appreciate that it’s straightforward and easy to use. After folks got settled with their hard phones, we introduced soft phones to the mix. People were a little bit more sceptical at first, but once they saw what it does and how they could use it, they loved it,” he said.

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Karel Nieuwoudt,
IT manager,
Calvary Christian College



Teachers, administrators, and support staff all appreciate GoTo Connect.

Nieuwoudt shared, “With GoTo Connect’s soft phones, the teacher can call parents directly, and the school’s number will appear on the parent’s phone. And our administration and support staff who constantly move around the school, love GoTo’s flexibility. GoTo Connect’s soft phones mean that they can be contacted regardless of where they are. And the soft phones work even when they’re working from home, which is helpful,” he said.



Results

CCC has been pleasantly surprised by GoTo Connect’s quality, given its affordable pricing. “The call quality is very good! We didn’t have the fastest Internet link — we recently upgraded — but the quality was good even with slower Internet speeds. And looking at the call quality results and reports, there aren’t a lot of dropped calls,” Nieuwoudt said.

Nieuwoudt and his team have been able to easily customise the College’s call flow to best suit its needs. “In the College’s administrative offices, we’ve changed the call flow for reception three times as we’ve gotten to know the system and its different features. Streamlining the call flow and configuring buttons have made it an easier, better experience for our front office staff. GoTo Connect lets us create a call flow that works for the College, rather than College staff having to work around a fixed call flow.”

Calvary Christian College appreciates that GoTo provides easy access without jeopardising security. “GoTo allows us to balance the real need for security with ease of access. It allows us to meet our students’ educational needs in a safe space — we don’t have to compromise security or impede our staffs ability to do their jobs. It allows us to be innovative, safely,” Nieuwoudt concluded.

Looking for a telephony system that’s flexible, secure, and affordable?

GoTo can help. Call us at 1800 242 370 or visit www.goto.com to speak to an advisor.

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