



## Success Story:

# King's College Victoria

King's college is an independent school in regional Victoria. Offering a community-centric learning environment from pre-K to year 12, the College has been serving families in Warrnambool, Victoria since 1986. The College's mission is to provide a caring Christian education to effectively prepare students to be lifelong learners and instil in them the drive to serve.



## Challenge

Dealing with an antiquated phone system with old handsets, insufficient support, and limited functionality was no longer viable for King's College. The existing phone infrastructure wasn't meeting the needs of their growing school community which drove the search for a telephony solution. "We were looking for a cloud-based system that allowed us to forward calls to people's desks but also to their softphones, and GoTo Connect solved that for us cost-effectively," said Brad Zeunert, Head of Senior School and ICT manager at King's College.



## Solution

GoTo Connect's soft phone solution integrated seamlessly with the College's hard phone system. Zeunert shared, "We have phones in every classroom, and we can page to all the phones if we wanted to. For example, we had a drill the other day and were able to send a message to all the desk phones in each classroom and to all the soft phones as well." This flexibility enabled school staff to communicate whilst on the move. "Having that flexibility is especially helpful when, for example, we need to advise staff outside of school grounds during an emergency to stay away or come back at a later time," he said. For a Physical Education teacher like Zeunert, this was a feature especially appreciated. "If I'm at the gym, I may not be at the desk, so the office staff who accepts a call intended for me can forward it to my soft phone."

GoTo Connect has also made life easier for school staff in the remote learning environment. "If a staff needs to work from home, they could still be contacted as if they were in their office. I can dial from my desk phone, and it would ring their device at home, which is fantastic." Another value-added feature that staff members appreciate is the ability to protect their privacy. "Teachers can call out using the school telephone number from their personal mobile devices which prevents staff personal mobile number from being revealed to the parent community. People can maintain the professional front while enjoying the convenience of managing school-related communications through their personal mobile devices."

“It’s much easier to stay in contact with the school community now that we don’t have to be tethered to our desks or offices to make or answer calls. You now simply open the app and make or take calls, anytime, anywhere.”

**Brad Zeunert,**  
Head of Senior School  
and ICT Manager,  
King’s College Victoria



## Results

King’s College has been delighted by the ease of internal and external communications GoTo Connect has afforded the school community.

“Communication channels are much easier now with GoTo Connect. Now, I can push a button and get a hold of the English office or the Science teacher,” Zeunert commented.

He continued, saying that GoTo Connect also democratised access to the school’s phone system: “Almost everyone has access to the app on their phone whereas before, access to a school phone was limited to a few.”

Zeunert also remarked how this ease of communications have brought the school community closer together. He shares, “teachers love the flexibility of being able to call from their personal phones whilst representing the school because we’re encouraged to keep in touch with families. It’s much easier to stay in contact with the school community now that we don’t have to be tethered to our desks or offices to make or answer calls. You now simply open the app and manage comms, anytime, anywhere.”

In addition to ease of communications, the College has enjoyed the local support provided by GoTo. Zeunert expressed that the school was impressed by the great support from local agents. “Although GoTo is a global company, we were given a local point of contact for support – and their support was excellent.” Zeunert concluded by saying that he highly recommends GoTo Connect for any school looking for an affordable, flexible cloud-based solution that is quick to implement and easy to adopt, backed by responsive local support.

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

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