



# School district gets big SIP Trunking value and resilience with Flowroute

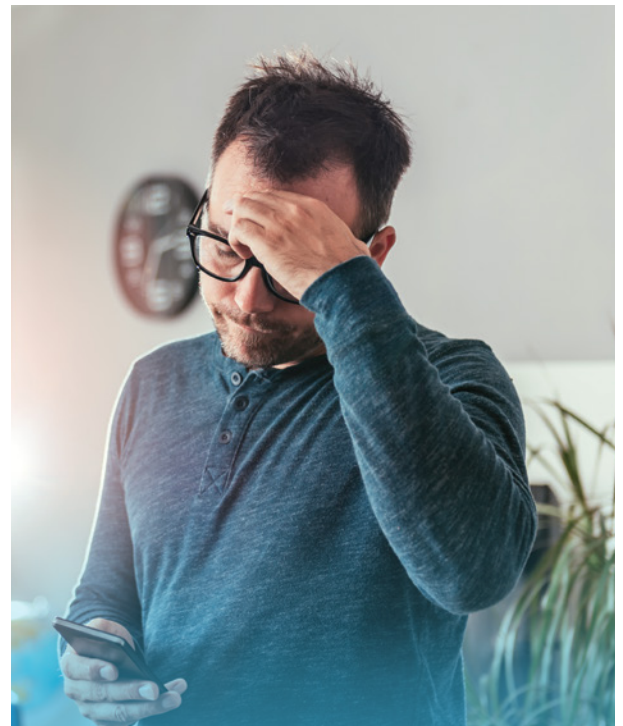
## Challenges

Imagine that you're a parent calling into your child's school and you can't get through. No matter the circumstances—whether you're dealing with a family emergency and need to reach your kid or just have a simple question to ask—this can be frustrating and stressful. One public school district in a small northeast township understood this. In fact, they'd experienced outages in the past. Some were due to their on-premises-based PBX system, and some were because of Internet carrier problems. In all cases, the result was that parents couldn't call in to get information about their children and this caused issues.

Outages were preventing parents from calling in to get information about their children—and this was causing issues.

## Overview

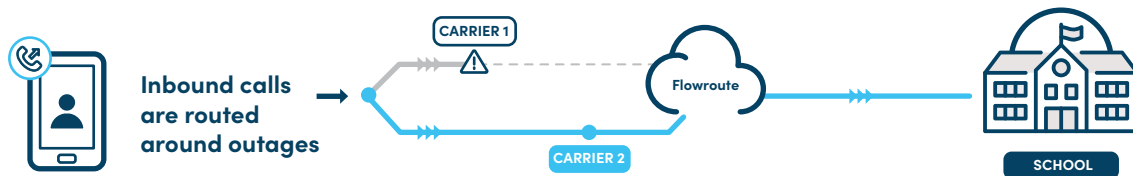
- **Client:** PreK-12 public school district serving over 2,500 students
- **Sites:** 5 locations
- **Solution:** Flowroute platform with Flowroute's patented HyperNetwork





## Solution

The school district was already moving from their on-premises PBX to a hosted 3CX platform with SIP services. They were evaluating several vendors, including Flowroute, a preferred provider. 3CX offers redundancy, which would increase the resiliency of the system, but it would only prevent the type of outage that had previously been caused by the on-premises PBX. Flowroute was able to offer something that none of the other vendors could: resiliency on the carrier side via the Flowroute HyperNetwork™ technology—this is Flowroute’s exclusive patented service that provides redundancy and protection for inbound DID calls. HyperNetwork helps mitigate outage time by detecting upstream network impairments and quickly rerouting DID voice traffic around them to successfully complete inbound calls.



## Benefits

The school district was looking for a reliable, cloud-based solution and Flowroute checked all the boxes. The game-changer was the more complete resiliency enabled by Flowroute’s HyperNetwork. As they began to implement the solution, they found even more to appreciate about Flowroute: the ecosystem within the platform. Everything they needed to do was within the platform—signing up, billing, exporting call detail records (CDRs), etc.—was easy and intuitive. Furthermore, unlike with their previous carrier, they would no longer be charged for moves/adds/changes or for higher levels of support. Additionally, they felt valued since the Flowroute team spent time with the IT admin of the school district, showcasing all of the system’s capabilities, and stayed fully engaged to ensure their success.

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- Reliable, cloud-based solution
- Increased resiliency from Flowroute HyperNetwork
- Comprehensive ecosystem with intuitive and easy-to-use capabilities
- No extra cost for moves/adds/changes or higher levels of support
- Attentive team every step of the way