

NIC Partners Connects Westmont College

CUSTOMER PROFILE

Westmont College is a Christian Liberal Arts College in Santa Barbara, California. The student body consists of 7,000 students and 350 faculty members. Westmont endeavors to instill in their students the skills and knowledge that is critical to lead a successful and satisfying life.

CLIENT PROBLEM:

Westmont needed help in designing and implementing a centralized data infrastructure and collaboration for interdepartmental communication. The Santa Barbara college also needed to streamline distance learning platforms, predictive dialing systems and Google Integration.

SOLUTION

NIC Partners implemented a streamlined Contact Center with Unity Messaging, Voicemail, Email, Transcription and Google capabilities. In addition, NIC Partners implemented 24/7 monitoring, IT Management and Issue Resolution, Cisco Contact Center, Meraki Wireless and campus-wide E911. Finally, NIC Partners called on Cisco and Netelligent to integrate a Cisco HCS Solution to streamline interdepartmental communication capabilities.

BUSINESS OUTCOMES

- Reduced technical staffing needs by \$200,000
- Increased campus security while reducing staffing by \$150,000
- Reduced system maintenance cost of \$200,000
- Reduced faculty travel with increased talent attraction, acquisition and retention
- Increased accessibility for hearing-impaired faculty
- Improved flexibility and freedom of staff to teach and mentor students with single number reach
- Foundation set for future distance learning initiatives using Jabber and Video Conferencing

