



**“We know that we have a partner out there that we can turn to. We trust this relationship, and that’s a rare find. When it comes time for our next project we know who our partner will be—integraONE.”**

**David Shapiro  
Director of Information  
Technology Services  
Lebanon Valley College**

**Lebanon Valley College  
Creates Flexible  
Communication Systems  
with the Help of  
integraONE.**



Located just eight miles east of Hershey, Pennsylvania, in rural Annville, Lebanon Valley College is situated on over 340 beautiful acres. Founded in 1866, the college now has 1,632 full-time undergraduate students, 160 part-time undergraduate students, 120 graduate students, and 99 full-time faculty members. The campus is comprised of 53 buildings, including 33 residential facilities that house 1,184 students.

The mission of Lebanon Valley College is to provide an education that helps students to acquire the knowledge, skills, attitudes, and values necessary to live and work in a changing, diverse, and fragile world. To support this mission, the college has created a campus-wide interactive learning environment equipped with secure, flexible communication systems.

The college’s IT services department is responsible for the management, operation, and support of these computer and communications systems. This includes the campus network and internet connection, more than two dozen servers, over 900 desktop and laptop computers, as well as the college’s telephone system, wireless phones, and two-way radio systems.

**Technology Needs**

When the college’s existing Nortel phone system grew outdated and incompatible with newer applications, David Shapiro, director of information technology services, knew it was time to make the transition to another solution. After a complete investigation into various products, services, and voice solutions, Lebanon Valley College chose to go with a Cisco networking and unified communications solution through integraONE.





“We chose the Cisco product because it was the best option available,” said Shapiro. “We chose integraONE because they brought the most to the table. The integraONE team had the most knowledge and could offer the best support for the installation process.”

### **A True Partnership**

The Lebanon Valley College IT team is comprised of educated and well-trained industry professionals and they were ready to do a significant portion of the work for the installation of the new phone system. integraONE had an extensive knowledge of the Cisco product line and could offer the college additional resources in the areas of engineering and design. The two teams collaborated to create an efficient and seamless implementation process.

One of the goals of the project was to have the installation completed prior to the arrival of students on campus for the fall semester. The college had initiated the overhaul with an aggressive timeframe for the work required to complete the implementation. When time began running short, integraONE quickly supplied additional technicians to ensure that the project timeline was met.

“A successful partnership requires communication that travels in both directions,” noted Shapiro. “Each partner needs to be able to listen and speak equally well. integraONE understands that and without them the project never would have been completed on time.”

### **Implementation Success**

By meeting the schedule requirements, the phone system was ready for use by staff and administration for the beginning of the fall semester. Since the Cisco system was new to the campus, the college IT team anticipated an onslaught of questions and a need for one-on-one training sessions. integraONE supplied the necessary support for the roll-out process.

The IT department offered open hours for staff to ask questions and request help, and individual training was offered at staff member’s desks. integraONE team members helped man the question and answer sessions and provided on-site training to ensure a smooth transition for the college staff.

As a result of the carefully planned roll-out, there were minimal complaints from users and the campus staff has noted that the updated phone system has made their jobs easier in many ways.

“integraONE made this happen for us,” said Shapiro.

### **integraONE - On Ongoing Resource**

At the conclusion of the project Shapiro summarized the professional relationship Lebanon Valley College has established with integraONE.

“We know that we have a partner out there that we can turn to. We trust this relationship, and that’s a rare find. When it comes time for our next project we know who our partner will be— integraONE.”

**For more information on integraONE, please call 800-582-6399 or visit [www.integra1.net](http://www.integra1.net)**

**© Copyright integraONE 2011. No reprint without permission.**

**integraONE shall not be liable for technical or editorial errors or omissions contained herein.**