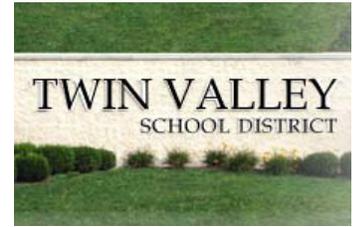




**“integraONE’s team of professionals works with us as a partner rather than a vendor. They feel like an extension of my staff. Their presence on a project adds the necessary knowledge and input that completes the circle, every time.”**

**Ken Gibson  
IT Director  
Twin Valley  
School District**

## **Twin Valley Supports Collaborative Learning Environment with Technology Upgrades by integraONE**



Twin Valley School District is a mid-sized suburban Pennsylvania district nestled in the picturesque rolling hills of Berks and Chester counties. The district currently serves nearly 3,500 students within the walls of one high school, one middle school and three elementary centers. The local population continues to increase with current and planned residential, commercial and industrial developments.

Establishing and maintaining efficient and effective educational technology for learning and communication is essential here, not only for educational excellence, but also to accommodate growing and changing needs in the district.

### **Technology Needs**

Ken Gibson, IT Director at Twin Valley knew that change was needed to resolve file storage and access challenges at its high school and for the 4,000 student and staff users district wide. He needed a solution that would help teachers manage documents, facilitate student collaborative projects and provide email for faculty and students.

Gibson turned to integraONE for support and guidance along with technical expertise for a large-scale project. He decided to make a conversion from the familiar Novell solutions being used by the district to a Microsoft environment for data, identity and email.



## Twin Valley School District Case Study



### **Not a Vendor, a Partner**

"integraONE's team of professionals works with us as a partner rather than a vendor. They feel like an extension of my staff," says Gibson. "Their presence on a project adds the necessary knowledge and input that completes the circle, every time."

Preparation for the project began a full year prior to the conversion to Microsoft. Gibson enlisted the brainstorming talents of the integraONE engineering team for multiple white board sessions during this planning period to establish protocol for tasks such as homework submissions and staff email use. Jim Bedics, presales engineer, headed the integraONE team.

"Having the integraONE team on-site is like having Google here," Gibson joked. "They just always have an answer for every question, even the ones we haven't asked yet."

### **The Solution**

To provide an online environment that would allow for efficient document management, collaboration and email service, Twin Valley migrated to Microsoft Live@edu hosted communication and collaboration services. The district deployed the Live@edu accounts first to teachers and then to eleventh- and twelfth-grade students at the high school. Within a few months, all 87 faculty members and more than 800 students were using Live@edu for email with Microsoft Outlook Live and other services, including file storage and sharing with Microsoft Office Live Workspace and Windows Live SkyDrive, and instant messaging with Windows Live Messenger. Live@edu and Microsoft Office Web Apps is now also in use at the district's middle school. Additional online and virtual improvements are planned for the near future.

### **Ongoing Communications**

Judy Messer, integraONE Account Manager acted as a 'hub' for communications and logistics throughout the conversion project. "She checked in with us multiple times per week to make sure we had everything we needed," stated Ken. "Any requests we had were addressed within the hour, and she quickly coordinated any off-site personnel for impromptu conference calls to address challenges or concerns. Communication was a key element of this project."

### **Challenges**

Even with ample preparation and careful planning, any change comes with its challenges. The Twin Valley staff was accustomed to the Novell applications and comfortable with their use. Working in the new Microsoft environment would require training and encouragement from the IT staff. Gibson knew his team would need to be confident in the new tools and well versed to help the rest of the Twin Valley users adapt to them. "integraONE helped our staff prepare for the implementation and roll-out of the new environment. They helped us gain the comfort-level we needed to go out and talk to users about the changes they could expect."

### **The Impact of the Project on Twin Valley**

In closing, Ken noted that in addition to creating a more valuable learning and working environment for all district users, the project has positioned Twin Valley as an "example of how technology should be used in schools." Other vendors and school districts are now looking to Twin Valley as a model for their own future projects.