



Success Story:

Vallejo City Unified School District

The Vallejo City Unified School District is a medium-sized K-12 school district serving approximately 11,500 students. They are comprised of 13 elementary schools, 3 K-8 schools (including 1 K-8 dependent charter school,) 3 middle schools serving grades 6-8, 2 comprehensive high schools, a continuation school, a community day school, and a unique school which provides support to families who choose an independent study/home study option. Their mission is to meet or exceed their goals in the area of equity, excellence, educational effectiveness and economic sustainability, and these values inform everything that they do.



Challenge

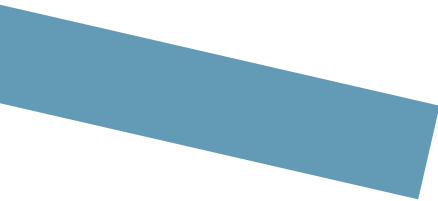
A critical lesson that organizations have recently learned is the need for dependable and reliable communications and collaboration technology. Unforeseen events like natural disasters, pandemics, and other crises can cause major disruptions to business continuity, so every organization needs to be prepared with the right tools should similar scenarios arise.

Vallejo City Unified School District is well-versed in preparing for the unexpected, as they are nestled in the San Francisco Bay Area, which is prone to wildfires and earthquakes. The school district knew they needed to upgrade to a more modern VoIP phone system that would not only provide increased control and ease of management, but also one that would function well, even at a low Internet bandwidth, by prioritizing audio over video to maintain better quality. “Everyone was concerned about if the internet suddenly became unreliable, how would we be able to make calls?” recalled Anabella Tabique, Network Telecommunications Technician at Vallejo City Unified School District.



Solution

Vallejo City Unified School District selected GoTo's GoTo Connect solution to address their growing concerns for business continuity. From the beginning, Tabique was impressed with GoTo's account management and customer service teams. Their responsiveness and ability to provide valuable resources for onboarding new users helped to make the transition process smooth and painless. “I worked really closely with one of the project managers, and she just had everything for me. When there's something wrong, I call in and Helpdesk resolves it. I've been very happy with GoTo Connect,” explained Tabique.




The flexibility of the platform has aided the school district in their readiness efforts for fire season. “When one of the fires hit, I created a separate GoTo Connect account for our office managers so that they’d still be able to receive their calls because we had to shut down the schools.” said Tabique. This same strategy has also served them well during the COVID-19 pandemic in transitioning faculty and staff to 100% remote work. “The teachers call students on the GoTo Connect app on their phone or Internet browser from anywhere they are. There’s a lot of flexibility in that they aren’t tied to only using their desk phone,” said Tabique.



Results

Between increased accessibility on any device, the level of preparedness for unforeseen business continuity challenges, and ease of management and use, GoTo Connect has proven to be the perfect fit for the Vallejo City Unified School District.

When asked if she would recommend GoTo Connect to a friend or colleague, Tabique replied, “Yes, I would recommend GoTo Connect. Customer service for me is key. Vendors can promise you something in the sales process, and when you purchase, you don’t get it. Everything GoTo told us we would get, we did. They have also been very responsive and communicative. Overall, my whole experience has been very positive.”



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Anabella Tabique

Network Telecommunications Technician, Vallejo City Unified School District



Discover why GoTo Connect is an invaluable tool in your business continuity strategy. Visit www.goto.com/connect for more information or call us at 1 (800) 514-1317.

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