



Intelligently Bundled Technology as a Service

CASE STUDY

IP Genie Delivers Peace of Mind to Hartford Seminary



THE SITUATION

Hartford Seminary is one of the oldest, continuously run seminaries in the United States dating back to 1833. Their phone system was old, too. So old in fact, that when their antiquated phone system broke down, no one was able to make or receive calls *for days* because technicians had difficulty finding replacement parts in order to make repairs.

Hartford Seminary required a new phone system that was — above all else — reliable.

THE APPROACH

Genie Innovations, Inc. (IP Genie) assessed the overall situation, the seminary's phone system needs, and its Internet connectivity. IP Genie determined there was access to a high-speed fiberoptic connection via the Connecticut Education Network (CEN).

Working with Hartford Seminary IT Director Ann Crawford, IP Genie designed and installed a premise-based VOIP solution, which automatically included redundancy, so the seminary will never lose the ability to make or receive calls again.

“What a relief to no longer worry that we could lose phone service and be unable to re-establish it! Moving to a modern, reliable service from IP Genie crosses one worry completely off our list.”



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THE OUTCOME

IP Genie delivered a reliable, scalable and secure VOIP telephone system to Hartford Seminary — along with peace of mind.

Crawford commented, “As well as reliability, the new phone system gives us more flexibility. We can easily make changes when we need to. What a relief to no longer worry that we could lose phone service and be unable to re-establish it! Moving to a modern, reliable service from IP Genie crosses one worry completely off our list.”

ABOUT IP GENIE

IP Genie is the State of Connecticut’s NO-BID/NO-RFP VOIP telephony provider for municipalities, schools, and public libraries contractually authorized by CRCOG over the CEN. This

streamlined collaboration saves municipalities the time and expense of putting together an RFP, which can otherwise be cost prohibitive.

The *Hartford Business Journal* recognized Connecticut-based IP Genie as the state’s largest VOIP provider in 2017 and 2018.

Formed in August 2009, IP Genie designs, produces and distributes next-generation communications solutions for municipalities, schools, public libraries and businesses of any size. Its solutions allow organizations to take advantage of the newest technology for their telephone needs, thereby reducing dependency upon the Public Switched Telephone Network.

The IP Genie System:

- Added convenience and productivity features including 911 support services, Caller ID, Voicemail to Email, Conferencing, an easy Greeting Change mode, and building-to-building paging capabilities
- Improved call quality with high-definition voice telephone calls
- Self administration of a Genie Hosted PBX for easy in-house “adds, moves and changes”
- Reduced long-distance dialing costs
- Provided failover protection in the event of power outages