

SUCCESS STORY: MENLO COLLEGE

In 1927, Menlo College was founded as a two-year program for young men to complete their lower division coursework before transferring to an upper division college or university. Today, Menlo College is an institution offering bachelor's and master's degrees, located in Silicon Valley, California, with enrollment of approximately 735 students from around the world and a faculty devoted to undergraduate teaching and advising. Their vision is to redefine undergraduate business education to be dynamically adaptive, innovative, and relevant so that students can recognize opportunities and apply 21st century skills to make a positive impact on the world.

LEARN HOW GOTOCONNECT READIED MENLO COLLEGE FOR THE FUTURE AND NEXT-LEVEL CONNECTIVITY

Challenge

Menlo College suffered from a twenty-year-old IT infrastructure and phone system that needed an overhaul to bring them into the 21st century. When a previous IT manager left the community, he took with him his knowledge of maintaining the aging systems. This left CIO Minh Huynh with an unorganized mess of missing passwords, unclaimed bills and few options. Menlo College's existing phone system didn't support the ability to accept phone calls from anywhere or see who was calling – challenging not only the productivity and efficiency of Minh and his team, but the faculty and staff relying on the phone system as well.

Pressure on Minh mounted when a new law was put in place that enforced the ability for direct dialing out of the internal phone system – specifically, the ability to dial 9-1-1. Since their existing phone system didn't support this, Minh knew Menlo College needed to find a more modern solution to comply with this new law, and fast.

Solution

After thorough research, Minh discovered Jive Communications, now GoToConnect. **The solution provides him with the flexibility to be able to complete his work from anywhere at any time he needs.** He knew this would be immensely valuable for him and his team, whose responsibility is to ensure that the school's internet, technology and systems are always functioning properly at all hours of the day. "I've had several people call me every hour. They would love to call me at 6AM or 7AM in the morning. Now actually I can look at the GoToConnect app and see who is calling me and I know who to answer," says Minh.

Furthermore, GoToConnect offers flexibility in how it can be leveraged. Regardless of usage preference, this solution caters to all, which was a big selling point for Minh. He knew that GoToConnect could help the students and teachers who were

more comfortable with the idea of using a physical phone as well as those who would rather use an app on a smart phone.

GoToConnect's superior customer support was another contributing factor to Minh's decision to switch. When recalling what other potential solutions could offer, Minh says, "A lot of them do not offer better customer support service like what you're providing me. LogMeIn helped us migrate from start to finish, instead of sending a whole bunch of equipment and telling us we're on our own."

With a limited budget, it was essential that they get the most out of their investment. Bottom line: **GoToConnect offered them the best combination of features and functionality for the price.**

Results

First and foremost, the task of managing the phone system is no longer entrusted to a single specialist. Now, each and every person on Minh's IT support team knows how to manage the new GoToConnect system. Their knowledge was quickly learned and shared across the team, resulting in increased understanding and self-sufficiency. This not only saves time – it also reduces the amount IT support they require, saving them money. "The system is so intuitive, easy to use, easy to manage. [And an additional benefit,] it literally reduced the number of IT people we need to have," explained Minh.

GoToConnect is also powering Menlo College's ability to work and collaborate remotely during the COVID-19 pandemic. Even though students, faculty and staff are all at home, they can still be productive and continue their work as if they were still on campus. "Because of GoToConnect, that's what helped us to move, to let us start working remotely from home now. We're lucky we got it before COVID-19 and it helped us out a great deal," says Minh.



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- Minh Huynh, CIO, Menlo College

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