

# SUCCESS STORY: BRIDGERLAND APPLIED TECHNICAL COLLEGE

Bridgerland Applied Technical College (BATC) provides competency and employer-based education to students in the northern Utah area through both traditional and technology-enhanced, hands-on methodologies. Across their four campuses, their goal is to provide technological training for adults seeking entry-level positions using a unique individualized learning and teaching model.

## LEARN HOW BATC FREED UP TIME AND MONEY TO INVEST BACK INTO THEIR MISSION

### Challenge

BATC had a legacy telephone system. The daily administration of the system was extremely time consuming and often required hands-on service. Over time, spare parts became difficult to find as the system became obsolete. As the cost of already-expensive maintenance continued to rise, BATC knew they had to decide between a major upgrade or the implementation of a new system.

After careful consideration, the college decided to start the search for a new system. According to CIO Gary Etherington, "VoIP seemed to be the only logical solution based on current technology. The up-front cost of an 'owned' system was prohibitive to our operating budget."

### Solution

GoToConnect, formerly Jive, quickly caught the attention of BATC by addressing their core concerns. For one, BATC wanted to ensure that their new system wouldn't easily become obsolete like their previous legacy system. **GoToConnect's hosted solution ensures that obsolescence is never an issue again.** All system and feature updates are not only automatic but also guaranteed free of charge throughout the duration of the contract.

GoToConnect's simple "plug and play" transition process helped BATC to avoid major implementation problems. In fact, the biggest obstacles they faced were limited to replacing phone sets, maintaining existing telephone numbers, and planning the transition time.

Time consuming on-premises system administration was now a thing of the past. No hands-on maintenance or configuration is required, as all moves, adds, and changes can be done in the cloud. In addition, the cloud-based system eliminates the need of any spare parts.

### Results

With the new GoToConnect solution in place, Bridgerland Applied Technology College has been **relieved of costly maintenance and the responsibility of updating their system.** While explaining the benefits of their transition to GoToConnect, Etherington states, "We were able to switch to the hosted GoToConnect solution for roughly the cost of our monthly maintenance bill of our old system. Three campuses were connected as a single system. We eliminated three different management systems on different campuses and can now manage all under one environment."

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**Gary Etherington, CIO  
Bridgerland Applied Technical College**

**Alleviate the stress of costly maintenance of on-prem phone systems with Jive!**

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