INTER-TEL®

Case Study

DeVry University Phoenix Campus

TRAINING TOMORROW'S TELECOMMUNICATIONS EXPERTS

Inter-Tel not only supplies school districts and universities with customized communication networks, applications and managed services, but our systems also help train the communications consultants of tomorrow.

DeVry University, which offers accelerated bachelor's and master's degree programs, has been offering its Telecommunications Management undergraduate and graduate degree programs nationwide since 1986.

THE BUSINESS CHALLENGE–TEACHING TELEPHONY AND DATA CONCEPTS

The Phoenix campus of DeVry University first approved to offer the Telecommunications Management graduate program in 1996 and five years later, the undergraduate degree was introduced. This leading management program introduces students to every aspect of the business communications industry—from systems engineering to people and project management.

"We listened to the industry and designed a local program to meet its needs," said Ryan McCaigue, dean of business and telecommunications. "What we've learned is that we need to think of both telephony and data needs, not one versus the other. Students need to think about business needs, practices and costs while designing and implementing solutions. We wanted to provide them with the best tools to combine data and telephony, and we found that Inter-Tel was a natural fit."

FAST FACT...

DeVry University Phoenix campus uses Inter-Tel platforms, applications and phones to help train students on all aspects of telephony and data.

THE INTER-TEL SOLUTION

The Phoenix program now includes two labs equipped with Inter-Tel phones, systems and applications.

"Our Inter-Tel advanced communications platform represented the most flexible and powerful system we could use to teach telephony concepts to our students," said McCaigue. "It allows students the opportunity to program a system and experience the wide range of features a modern telecommunications system has to offer business; voice mail, call automation, CTI applications, and VoIP integration in addition to plain old phone service."

The Phoenix campus is the first to use Inter-Tel in its labs, and since its inception, four other campuses in the United States have installed Inter-Tel in their labs.

WHY INTER-TEL

Diane Rinaldo, a former paper mill supervisor turned telecommunications major, will be one of the Phoenix program's first graduating students in 2003. She said she chose the field because of its diversity and she chose DeVry because of its unique approach to teaching the trade.

"There's been a huge emphasis on business and people skills," she said, "and the lab gives us the hands-on experience we need. The Inter-Tel products are giving me a good basis to figure out how to put everything I'm learning to use."

Students also work with local school districts, small businesses and nonprofit organizations. "With the guidance of their experienced instructors, students help these organizations solve network issues," said McCaigue. "They analyze the problem, come up with a solution, and install any new hardware or software."

INTER-TEL AND DEVRY– CREATING PARTNERING OPPORTUNITIES

Inter-Tel is impressed with DeVry's program and is investigating further partnering opportunities, such as providing mentors and guest lecturers and work study positions for DeVry students.

"The more I learn about this program, the more I realize that the DeVry curriculum parallels the Inter-Tel philosophy regarding technology," said Joe Ward, vice president of Inter-Tel's National, Government, and Education Accounts division. "We both focus on the technology sector and look for ways to use technology to optimize performance, and improve business and customer service. We are very proud of this association with DeVry."

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