Syn-Apps
Notification. Unified.

K-12 Case Study
Indian River School District Chooses Syn-Apps for Unicast-to-Multicast Capabilities

Indian River School District (IRSD) is the 5th largest school district in Delaware and serves nearly 10,000 students and employs approximately 900 faculty members. In order to effectively communicate district-wide information, IRSD needed a notification solution that would easily integrate with their existing Cisco IP phone system and legacy speakers deployed across their buildings.

"We were looking for an end-to-end solution we could integrate across multiple platforms," said Patches Hill, Technology Systems Manager for IRSD. The District currently utilizes Syn-Apps' patented Paging Relay, which provides customers with easy unicast-to-multicast conversion. "... [B]ecause of the way our network is - not owned by us, but owned by the state - [Syn-Apps is] the best option with the unique unicast-to-multicast setup."

IRSD currently utilizes Syn-Apps' solutions in five of its 16 buildings; one high school, one middle school, and three elementary schools. "In essence, [SA-Announce] is the focal point of our communications integration with all of the other pieces of the puzzle," said Stephen Mitchell, Technology Support Specialist for IRSD.
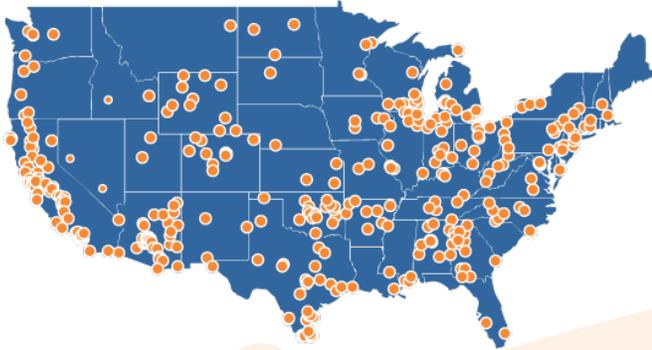
The district is designing a system, leveraging Syn-Apps technology, for alerting various endpoints to achieve multi-modal communication initiatives. "If a building has an overhead speaker, then they do get [an alert], – but if that for some reason fails, we're trying to design a system so there isn't a single endpoint. We want [alerts] coming through various endpoints."

Looking Forward

The District is in the process of integrating its safety radios with the Paging Relay's contact closure function in an effort to streamline emergency lockdown procedures. "We're working right now to integrate our radio system into the overhead paging," said Hill. "Our long term goal is to hit a button on the Motorola Radio and have [Syn-Apps] and the radio work together to put the building on lockdown."

In addition, IRSD plans to expand their mass notification deployment over the next few years by installing Syn-Apps' technology in additional buildings across the district.

Syn-Apps continues to support IRSD with its mass notification initiatives.

CASE STUDY

POWERING NOTIFICATIONS NATIONWIDE

Solution for a Noisy Classrooms

"One specific use case that I have in mind is a teacher at the elementary school that we initially deployed [Syn-Apps] Desktop Notification Client (DNC) on. She was having a hard time hearing the announcements as they were coming over the phone since that building doesn't have classroom speakers. We were stuck using the phones. Once we installed DNC, she really enjoyed that because she could turn up the volume and it pops up on her computer. It fixed the situation where we were struggling to get notifications into the classroom."

- Stephen Mitchell, Technology Support Specialist for IRSD

IRSD currently deploys the following Syn-Apps solutions:

- **SA-Announce** - Dispatching daily announcements and notifications across multiple locations
- **Paging Relay** - Broadcasting audio announcements to overhead speakers in locations where IP phones are not available and converting unicast to multicast
- **Jabber** - Receive notifications via instant messaging
- **SA-Announce Redundancy** - Enable automatic server redundancy, ensuring paging & notification group functionality is still available in the event of a system failure, like power outage
- **Syn-Apps Mobile** - Delivering push notifications to iOS & Android phones for mobile communication
- **Analytics** - To identify issues and where they are located within the server

Common K-12 Use Cases

- **School Intruder** - Alert students and faculty of intruder(s) on premise and provide critical safety instructions
- **Weather Emergencies** - Alerts students, faculty, and parents of weather emergencies and school closures
- **School Lockdown** - Discretely alert students and faculty of lockdowns with detailed safety procedures
- **Hazardous Conditions Detected** - Connect smart-building devices with SA-Announce and Paging Relay to activate notifications when hazardous conditions are detected
- **Monitor Calls** - Monitor incoming and outgoing calls across the network and trigger alerts when specific conditions are met, such as dialing 911