

Customer EXPERIENCE

ABOUT THE AMERICAN INTERNATIONAL SCHOOL IN KUWAIT

The American International School in Kuwait is a comprehensive college-preparatory, co-educational school. The school is divided into the Elementary School (K-4), Middle School (5-8), and the High School (9-12). Each school has a principal and counselors to provide both academic and emotional support. The K-12 curriculum is designed on the American model of instruction, and includes the International Baccalaureate program for qualifying high school students. AIS is a PYP and MYP candidate school.

CUSTOMER NEEDS

- Flexible and Adaptable communication solution for dynamic educational setting
- Ease of control and centrally managed solution
- Cost- and space-effective solution
- Communication solution that is up-to-date with young students

Making education compelling for their students is what makes the American International School in Kuwait one of the premier educational institutions in the GCC region. This is achieved by providing access to both top-of-the-range educational material and state-of-the-art communication equipment. That's why they chose the Mitel Your Assistant solution as the ideal solution for their dynamic environment.



American International School in Kuwait educates with Mitel Your Assistant

The American International School in Kuwait (AIS) opened its doors for the first time on September 4, 1991, with the prestigious school laying the foundation to what would become Kuwait's premier private educational institution.

In addition to a spacious auditorium, the school today includes a wealth of high-calibre facilities like a gymnasium, mosque, outdoor tennis, volleyball, and basketball courts, science labs, computer labs, music rooms, art rooms and an on-site health facility for students and staff.

So when the American International School in Kuwait wanted to improve their in-house communication flow campus-wide, a special solution was called for that could be tailor-made to the demands of a world-class educational environment.

The campus needed a communication solution, that would improve the general communication flow both for students and teachers alike and at the same time meet the requirement that the solution should be easy to deploy, easy to manage and easy to use with a minimum of end-user training required.

When looking at the requirements, it was clear that AIS required a central point of control due to the geographical spread across the campus and likewise a way to avoid increased wiring and equipment installation. Therefore a Mitel® VoIP solution was suggested that made complete use of the already installed computer-infrastructure.



it's about **YOU**

SOLUTION COMPONENTS

- Mitel 3300 IP Communications Platform
- Mitel Your Assistant Pro
- Mitel Collaboration
- Mitel Auto-Attendant and Voicemail
- Mitel Teleworker
- Mitel 5212, 5330 and 5340 IP Phones

RESULTS

- Students use Mitel softphones for both communication and e-learning
- Improved communication for more effective learning process
- Students can receive audio lectures through Mitel Your Assistant softphones on PCs

The requirements also prompted the suggestion of a complete Mitel Your Assistant™ set-up with Mitel's flagship 3300 IP Communications Platform (ICP) being the central point of the operation and more than 300 Your Assistant softphones installed on computers across the campus.

The solution, tailor-made to meet the precisely defined requirements of AIS, became a case-study of the flexibility that Mitel's IP communication solutions deliver, having the solution fit the AIS's needs and not vice versa.

The benefits of deploying Mitel's VoIP are self-evident in the case of AIS, who are seeing a general increase in productivity among their staff due to a more efficient in-house communication flow and a faster all-round decision-making process among the staff. For the students it was important that the solution was up-to-date with what they see and use in their day-to-day lives.

Americas Headquarters Corporate Headquarters

Tel: +1 613-592-2122
Fax: +1 613-592-4784

Europe, Middle East and Africa Headquarters

Tel: +44 (0) 1291 430000
Fax: +44 (0) 1291 430400

Asia Pacific Headquarters

Tel: +852 2508 9780
Fax: +852 2508 9232

www.mitel.com

For more information on our worldwide office locations, visit our website at www.mitel.com/offices

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GD 13385 PNs1011656RA-EN

