

Syn-Apps Success Story



Chandler Gilbert Community College Partners with Syn-Apps to drive Campus Safety

OVERVIEW

Chandler Gilbert Community College is part of the Maricopa Community College District in Arizona, one of the nation's largest community college districts in terms of student population. CGCC operates three campuses in the southeast valley of the Phoenix Metropolitan area with over 15,000 registered students and approximately 550 residential and part-time faculty members.

BUSINESS CHALLENGE

Growing public concern surrounding recent campus events and major disasters has caused colleges and universities around the nation to re-examine their crisis communications and emergency preparedness plans. Although most schools have an emergency plan in effect, the processes and technology to alert all or selected groups of their communities in a timely fashion are often challenging at best.

The primary concern for CGCC was finding a notification solution that offered a common interface to multiple emergency and physical security systems to reduce the overhead of managing each independently. Without this platform, emergency notifications required personnel to touch a multitude of systems through various interfaces and even a microphone located in the college safety office. For critical incidents, the process and number of systems involved could lead to delays in time sensitive situations and the possibility for human error.



Quick Facts:

- 3 campuses in Phoenix area
- 15,000 registered students
- Approximately 550 faculty

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SYN-APPS SOLUTION

In 2008 CGCC turned to Syn-Apps, a notification software company, to implement a centralized communication platform utilizing their Cisco phone system to broadcast on-demand announcements, scheduled alerts, and trigger campus-wide notifications via phones and speakers located throughout a selected group of buildings and locations.

Recently, Syn-Apps expanded its offering allowing CGCC to take additional steps in streamlining their notification process. Syn-Apps' latest version interfaces with multiple facility platforms, alarm systems, mass notification providers (SMS messages), beacons, and even outdoor Talk-A-Phone stations to drive a complete Physical Security communication solution for CGCC.

"Syn-Apps brings centralized management and streamlined communication across our physical security infrastructure," comments Victor Navarro, Director of Information Technology. "This significantly reduced our incident response time and allows us to take the right action, get the right message to the right audience across a number of control systems and communication mechanisms."

With the deployment of Syn-Apps' solution, organizations are able to manage and deploy mass communications through one easy-to-use control panel, seamlessly activating various messaging services, including message boards, intercoms, IP phones, overhead speakers, cellular devices, Facebook, Twitter and more – all with a push of a button from a phone or mobile device located anywhere on its 3 campus locations. Notifications are more effective and efficient, providing key personnel more time to manage emergencies and routine campus issues.

"Chandler Gilbert Community College has prioritized campus safety and continues to leverage technology to drive the initiative," said Ian Pitts, President of Syn-Apps. "Through this partnership we have continued to evolve our capability to meet CGCC's critical initiatives and offer the market an integrated solution to the constantly changing physical security challenge."

About Syn-Apps

Developing IP Communication applications since 1999 and deploying more than four million endpoints, Syn-Apps is singularly focused on delivering complete enterprise notification solutions. To further our customers' successes, we leverage industry alliances with leaders such as Cisco Systems, Microsoft, AT&T, and Qwest, as well as our network of 500+ channel partners / resellers.

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