



Brookfield Schools Turns to PBG Networks to Complete a Complex Office 365 E-mail Migration



Case study

SCHOOL STATS

- Academy — 45 students
- Elementary — 37 students
- Transition to College — 6 students
- Satellite Learning Centers — 200 students
- Administrators — 11

INDUSTRY

- K-12 Special Education

CHALLENGES

- Implement a unified e-mail infrastructure
- Partner with an established e-mail provider like Microsoft
- Improve e-mail security and reliability
- Select an extensible system like office 365 to accommodate school growth

PRODUCTS UTILIZED

- Microsoft Office 365

RESULTS

- An Office 365-based e-mail infrastructure
- Secure, reliable e-mail communications
- A partnership with PBG Networks to ensure proper e-mail maintenance and management

Introduction

Brookfield Schools serves students needing intensive behavioral/therapeutic intervention at three sites. Brookfield Academy serves high school age, Brookfield Elementary serves kindergarten through eighth grades, and Transition to College provides a unique opportunity for high school juniors and seniors. Intensive group and individual counseling, art therapy, cosmetology, horticulture and culinary arts are provided.

The mission of Brookfield Schools is to provide innovative, practical, and effective educational and therapeutic services for students with special emotional and behavioral needs that will put them on the pathway to success toward becoming productive members of society.

Brookfield Schools Communications Challenge

Like all modern educational institutions, Brookfield Schools requires rapid and reliable communications between students, teachers, administrators, parents, and other stakeholders. The principal instrument for communications is e-mail.

To enhance the school's e-mail service, Brookfield decided to establish a brookfieldschools.org e-mail domain and assign each student and staff member a unique e-mail address. To ensure quality of service, Brookfield selected Microsoft's Office 365 for e-mail hosting and management.

"PBG's knowledge of e-mail systems was invaluable. He helped resolve complicated technical issues we were encountering with Office 365 e-mail."

-ROGER MCCURDY, IT DIRECTOR OF BROOKFIELD ELEMENTARY

While initial efforts to set up Office 365 accounts proceeded smoothly, Brookfield encountered numerous difficulties in migrating data from existing e-mail accounts to Office 365, especially the transitioning of Comcast accounts to Office 365.

Realizing the need for experienced technical assistance, Brookfield turned to PBG Networks to complete the Office 365 e-mail implementation.

Brookfield Schools Achieves a Unified E-mail Infrastructure

To complete Brookfield's implementation of Office 365 e-mail, PBG Networks planned and executed a four-step strategy.

Step 1: Migrate all local Comcast and Outlook e-mail accounts to the Office 365 cloud.

Step 2: Delete all Comcast accounts.

Step 3: Reconfigure all e-mail addresses to achieve compatibility with the local Active Directory.

Step 4: Synchronize the local Active Directory with the Microsoft Azure Active Directory, thus enabling local users to invoke the same user id, password, and email address.

Brookfield Schools Benefits

With the implementation of Office 365 e-mail, Brookfield Schools can offer staff and students a secure and highly available vehicle for exchanging school information – including sensitive student data.

In addition, the Office 365 infrastructure engineered by PBG Networks can be readily scaled as an expanding Brookfield adds new sites and new students.

Concluding Remarks

Brookfield Schools is extremely pleased with their selection of PBG Networks as their technology partner. As evidence, PBG is now responsible for all technology management at Brookfield, leaving Brookfield teachers and administrators free to concentrate on preparing Brookfield students for the rapidly evolving world outside.

As **Roger McCurdy, IT director of Brookfield Schools**, observes,

"PBG's knowledge of e-mail systems was invaluable. He helped resolve complicated technical issues we were encountering with Office 365 e-mail."