



NO MORE DIY SOLUTIONS: A Case Study of Crocker Communications and The Gill Montague Regional School District

Providing Faster Internet Speed and a Simple Communication Solution That Fit the District's Specific Needs.

The Gill Montague Regional School District

Tina Mahaney has been a Technology Director in the Massachusetts School System for nearly 15 years. First, she served as Technology Director for Pioneer Regional School District. Then she transitioned to the Gill Montague Regional School District, which was made up of several small schools – three elementary schools, one middle school, and one high school. And she oversees them all.

Problem

The Gill Montague Regional School District was struggling when Tina came aboard. The biggest struggle was with their internet. The speeds were awful, and the connection unreliable – which made hybrid learning difficult. Plus, their current provider wasn't giving Tina the level of support she needed. So, she went searching not just for a reliable provider but for a reliable partner.



The Solution

And she found that in Crocker Communications. Not only did they come highly recommended by other technology directors in the state, but they also didn't try to upsell her, add extra services, or ask her to "build her own solution." She told them what she wanted, and they delivered. This respectful, straightforward approach, coupled with their stellar customer service, made them Tina's first choice when the district needed a new hosted phone system.



Implementation

Crocker Communications worked closely with Tina to make sure both solutions fit her needs to a T. And they worked tirelessly to ensure the installation of the fiber connection – and the phone system – was done with little-to-no interruption to teachers and students. They even found a workaround when a certain school building failed to connect to fiber, allowing them to enjoy lightning-fast internet just like the rest of the district.



The Results

Since Crocker was put in charge of The Gill Montague Regional School District's fiber and phone system, Tina says that they can't remember the last time they had an outage. The internet is fast and reliable, and the phone system is full of the features and functions Tina's district needs to support its students and teachers. No DIY work required.

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The team at Crocker recognized that I wanted something and that's what they gave me. No upselling, no extra bells and whistles, just a straightforward solution according to my specifications. And that's when I knew Crocker was going to be an excellent partner, not just an excellent provider.

Tina Mahaney