



## CASE STUDY

### **SWITCHING TO A COMPREHENSIVE SOLUTION Elizabeth Public Schools – Elizabeth, NJ**

Elizabeth Public Schools, based in Elizabeth, NJ, is comprised of thirty schools, and has approximately 22,000 students in grades Pre K-12. The Elizabeth Public Schools Professional Learning Community is representative of more than 50 countries and 37 language groups.

With such a large and diverse student population, Elizabeth Public Schools understands the value of rapid communications. For several years, they used the Honeywell Instant Alert system. However, the district realized recently that they needed a service which does more.

“We were looking for a comprehensive communication product that would allow us to reach employees, parents, and guardians in the event of an emergency, or simply for routine communications,” according to Susan Mettlen, Director of Technology & Information Systems for Elizabeth Public Schools. “We were particularly interested in being able to reach individuals in a variety of ways, including landline phones, cell phones, and by e-mail.”

“Elizabeth Public Schools needed a more user-friendly, feature-rich system than the Honeywell system they had been using, and we delivered,” says John Pfeifle, AlertNow Regional Sales Executive. “Once EPS was able to see how easy AlertNow is to learn and use, they discovered additional features that Honeywell didn’t provide.”

Now, schools are using AlertNow to contact parents when students are absent from school, and its reporting capabilities are helping EPS keep student information current. “AlertNow lets us know when phone numbers are no longer valid, which allows us to keep our student data as up-to-date as possible,” says Ms. Mettlen, “and being able to notify parents about absences has really helped us manage our attendance.”

Additional AlertNow features provide EPS with options that they did not have with their Honeywell system. “We can send messages in Spanish, for example, in the correct language to the correct homes. We’ve never had that capability before,” says Ms. Mettlen. “We also wanted the ability to develop surveys, and AlertNow provides the tools to easily contact parents with questions and get back results that we can use.”

The transition to AlertNow was very smooth and seamless for EPS. “The change has been pretty transparent,” said Ms. Mettlen. “I don’t believe parents are even aware that we’ve switched to a new system. The extra capabilities are on our side, and our staff has found AlertNow to be both easy to use and highly reliable.”

“We’re very happy we switched to AlertNow.”