

TEACHERS COLLEGE COLUMBIA UNIVERSITY

Innovative Graduate School Chooses RingCentral for its Customizability, Mobility, and Integration with Google

Company profile

Teachers College sees its leadership role in two complementary arenas. One is a major player in policy-making to ensure that schools are reformed and restructured to welcome all students regardless of their socio-economic circumstances. The other is in preparing educators who not only serve students directly but also coordinate the educational, psychological, behavioral, technological, and health initiatives to remove barriers to learning at all ages.

Year founded

1887

Website

tc.columbia.edu

Headquarters

New York, NY

Size

5,300 students

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—Maureen Coughlin, Deputy CIO,
Teachers College, Columbia University

Founded in 1887, with the far-reaching vision of linking scientific theory, research, and practice, Teachers College, Columbia University has been on the experimental and cutting edge of education for nearly 130 years. With leading faculty members in areas such as student engagement, nutritional requirements of learning, gun violence, cognitive learning and more, the college has earned its reputation as one of the best graduate schools in the country.

Innovation in the DNA

“Teachers College today is extremely innovative,” says Maureen Coughlin, Deputy CIO, Teachers College, Columbia University. “For IT to be relevant in this culture, it has to be quick to the draw.”

Coughlin’s strategy for doing this is to make IT agile and lightweight, focused on cloud technology, and leveraging infrastructure as a service (IaaS) and software as a service (SaaS) instead of building up expensive, site-based hardware. “The cloud gives us flexibility to provide new services faster without worrying about big capital expenses,” she says.

When planning the replacement for the college’s legacy PBX system, Coughlin kept this strategy in mind. “I always wanted to do a cloud phone system because I like the security geographic redundancy brings,” she explains.

Embedding communication within Google Cloud

A key requirement for the new phone system was Google compatibility. “We are a Google Apps for Education customer, so the product had to work cleanly with Google Cloud and Gmail,” Coughlin notes.

The fact that RingCentral is part of the “Recommended for G Suite” program, selected for its high security, reliability, and the quality of integration with Google business tools, is one reason why Coughlin chose RingCentral as the college’s new phone system.

The benefit, she explains, is easier collaboration among users. “You can click from an email and have a phone conversation. Or one click from an invitation in an email and you’re in an online meeting. The crisp integration and clear elegant process is what is truly expected today,” Coughlin notes.

Supporting mobility and improving campus safety

RingCentral’s support for mobility was another reason Coughlin chose this solution for Teachers College, Columbia University. The college has master’s degree programs in Singapore and China, and faculty travel all over the world.

“With RingCentral’s mobile app, faculty can have their office phones wherever they are. Having the app on their phones, iPads, or computers, whether they’re in China, a hotel in Istanbul, or anywhere in the world, it doesn’t matter,” says Coughlin. “All they need is an IP address and they’re good to go.”

“Having a partner like RingCentral that works with Google and will develop new features with corporate enterprise quality is essential,” says Coughlin.