

COMPANY  Pima Community College	INDUSTRY Higher Education
COMMUNITY 31,000 students · 3,000 staff	USE CASE Public status page, Xurrent IMR

How Pima Community College keeps 31,000 students in the loop, monsoons and all

A multi-campus college cut mean time to resolution by 49% and gave its community one place to check, on Xurrent IMR.

When a network goes down at a college spread across Southern Arizona, the people who need to know are not in one building. They are students between classes on one campus, faculty mid-lecture on another, and an application team three sites over wondering if the problem is theirs. For a long time, Pima Community College had no good way to tell any of them what was happening. The IT team could see the outage. Getting the word out was the hard part. So Pima built an incident communication strategy and put it on Xurrent IMR.

Results with Xurrent IMR

49%

decrease in mean time to resolution

60,000

notifications sent per month

3,300

status page subscribers

Subscriber capacity grew tenfold, giving 31,000 students and 3,000 staff a single source of truth for the systems they use every day.

About Pima Community College

Pima Community College serves more than 31,000 students across multiple campuses in Southern Arizona, alongside a wide range of industry employers. Known for its two-year programs, Pima is especially recognized for its aviation technology program, and runs respected programs in health sciences, business and IT, advanced manufacturing, automotive technology, and public safety. Keeping a community that size informed when IT services falter is its own logistical challenge, made harder by a campus footprint spread across a wide geography.

The challenge: an outage nobody could announce

With several campuses across Southern Arizona, Pima's IT team regularly dealt with system and network outages, maintenance downtime, and weather disruptions. What it did not have was a way to tell anyone. When something broke, the people affected often found out by hitting the failure themselves.



For outages, we didn't have any communication system in place. For maintenance patches, we'd let the application team know, but we weren't getting it out to the staff.

Wayne Wilson

IT Manager, Pima Community College

Pima's management decided to fix that with a deliberate incident communication strategy, one that would create fast, clear visibility for staff, faculty, and students alike. That required the right technology underneath it.



We wanted the ability to display a live status feed for all systems that would communicate any issues, as well as email and SMS messages.

Wayne Wilson

IT Manager, Pima Community College

The solution: live status, plus alerts that know which campus

Pima asked other colleges what they used, heard strong reviews, and moved forward with Xurrent IMR. The customer success team helped set up the systems Pima needed and trained the IT team to build within the environment. The rollout was quick.



Implementation was seamless. We were up and running within two weeks.

Wayne Wilson

IT Manager, Pima Community College

Pima used third-party status beacons to integrate with external systems and surface live updates on their performance, and internal status page beacons to connect its own systems and update the status page automatically. A network or phone outage, an electrical issue, an application going down, any problem with an integrated system now shows up on the page in real time. A widget in Pima's help center gives the community at-a-glance status without going anywhere else.

Scheduled maintenance became something people could plan around rather than be surprised by. Pima maps out maintenance windows for the entire year, including the monthly Microsoft patch cycle, so application teams and staff know what is coming. Subscribers get two heads-up notifications before each window, one a few days out and one the day before.



We're able to schedule maintenance windows for the entire year, which empowers all staff, including the application teams, to know what's coming and plan ahead.

Wayne Wilson

IT Manager, Pima Community College

The detail that matters most in Arizona is geographic. During monsoon season a storm can hit one side of town and leave the rest dry, so a blanket alert to every campus would be noise to most of the people who got it. Pima focuses its beacons on the affected sites instead, alerting only the campuses with an actual phone, power, or system issue.



Monsoons can be focused on one side of town. With the platform, we're able to focus our beacons on the affected sites. We can easily alert everyone on those campuses if there's a phone issue, power outage, or system downtime just for that area.

Wayne Wilson

IT Manager, Pima Community College

The result: faster resolution, a calmer community

Since the rollout, Pima has cut mean time to resolution by 49%, and its subscriber base has grown tenfold to 3,300 people receiving email and SMS notifications for maintenance and incidents. At peak the college sends as many as 60,000 notifications a month.

When something breaks, Pima tells its community on the status page and through email and SMS, shares real-time updates, and confirms when it is resolved. Students and staff finally have a single source of truth for the critical applications they rely on daily.

The reach goes beyond the IT team. Pima's network, infrastructure, and application teams are all trained on the platform, so each can push alerts on its own systems the moment an issue appears. That distributed ownership is what makes the speed possible.



During onboarding we had very few issues, but when there was an oddity, the customer service we received was above and beyond.

Wayne Wilson

IT Manager, Pima Community College

More than the metrics, Pima values how much more smoothly the college runs. With clear visibility into scheduled maintenance and a fast way to communicate the unexpected, the IT team can plan strategically and keep everyone informed, instead of scrambling to explain an outage after the fact.

Communication as a service the whole campus feels

For a college, IT reliability is rarely the thing students notice. What they notice is whether they were told. By turning incident communication into a single, trustworthy page backed by targeted alerts, Pima made the invisible work of IT visible in the one way that builds trust: people now know what is happening, when, and where, before it disrupts their day.

Get started with Xurrent today.



See how Xurrent IMR keeps your whole community informed and your IT team ahead of the next incident.



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