



# Network Systems Solution Spotlight

## VoIP Solution

Client: Independent Human-Behavior Research Center

Location: Northwestern Oregon and New Mexico



### Business Need

This customer, who had three offices located across two states, was in need of a solution to link each office to aid in data accessibility and communication. The locations currently had universal data connectivity through a Wide Area Network (WAN) but lacked a centralized voice solution. Each office also had its own unique telephony system which was outdated and costly to maintain.

The organization was looking for a solution provider that could successfully upgrade and standardize their current telephony infrastructure across all locations thus creating seamless voice connectivity and the appearance of a single office.

### Highlights

To simplify internal and external communications and to create seamless voice connections among its three locations, the organization was in need of a centralized telephony system. To achieve this, MCPc upgraded the current network infrastructure to support a VoIP solution and installed 275 new phones. Compared to the legacy system, the VoIP phone system is more reliable and features a lower cost of ownership.

### Benefits

- Lower total cost of ownership than the legacy system.
- Reduction in the amount of hardware required since calls are routed over the existing data network.
- Internal communications are streamlined through 4-digit dialing.
- External caller experiences are improved due to location transparency.

### Solution

MCPc conducted multiple calls and online product demonstrations with the customer to showcase the total cost of ownership savings, ease of use and ease of administration of a Voice over Internet Protocol (VoIP) solution. By listening to the customer's business requirements along with technical expertise and availability of most major manufacturers' technologies, MCPc was able to design and recommend a custom solution that met their specific needs.

During the Discovery Phase, MCPc Solution Architects determined that to optimally support the VoIP solution, the customer's current infrastructure required an upgrade to Power over Ethernet (PoE) switches.

In total, 275 phones were procured and installed by MCPc across three locations. MCPc was able to leverage its relationship with ShoreTel to obtain additional price concessions, ensuring that the project met the customer's tight budget restrictions.

Once the new system was implemented, MCPc technicians trained the staff on how to use the new phone system's features including voicemail, call transferring and conferencing. Two internal technicians were also fully trained to administer the system on a day-to-day basis.

### Results

The total cost of ownership of the new system is significantly lower than the previous system. By routing phone calls over the existing data network, the customer was able avoid purchasing equipment for a separate voice network.

Internal communication between employees in different locations is now seamless through 4-digit dialing which has led to an increase in productivity. In addition, the multiple offices are now transparent to external callers, improving the caller experience.

Fewer technicians are needed to administer the system — which is now universal for all three locations — due to enhanced ease of use and decreased maintenance. The core switch upgrade to PoE switches adds to the reliability of the telephony system by eliminating the need for excessive wiring to and from the handsets.

If your business is interested in a VoIP telephony system to streamline communications and improve customer experiences, MCPc is available to speak with you and tailor a solution to meet your specific needs.

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