

CITY OF NORTH LAS VEGAS+SHORETEL

The City of North Las Vegas replaces its Nortel System with ShoreTel UC and realizes significant cost savings



City needs to bring management in-house

The City of North Las Vegas was faced with a leased Nortel telephone system and a lease that was about to expire in the next year. The city's service provider maintained the equipment, but the service was unsatisfactory, unreliable, and costly.

Cut costs on toll, T1, and third-party charges

The inability to manage the system in-house was a detriment to the city's workflow and budget, so the network operations team started looking at alternative solutions.

The city realized it was time to capitalize on the ongoing toll charge and T1 lease savings-associated VoIP by reducing its 35 T1 lines to just 12. The network operations team issued a request for proposal, interviewed customer references, viewed demonstrations, and narrowed down its choices to Altigen, Avaya, Cisco, Mitel, Nortel, and ShoreTel. Priority was placed on cost, ease of maintenance, and the ability to manage the system from within rather than having to rely on an outside service provider to handle upgrades and support moves, adds, and changes.

Challenges:

The City of North Las Vegas was using a leased Nortel phone system maintained by its service provider. The phone system was outdated, and response from the service provider was unsatisfactory, unreliable, and costly.

ShoreTel Solution:

ShoreTel provided the city with an end-to-end Voice over IP (VoIP) system, including switches, telephones, and management software.

ShoreTel Benefits:

- Savings on toll and T1 lease charges
- Lower management costs
- Improved customer service
- Increased speed to request resolution

The city's network operations department put a lot of weight on what its end users thought about each solution, before making a final decision. The ShoreTel system was installed for a day during the review cycle and employees applauded ShoreTel's features. Upon review of the costs and manageability of the solution, ShoreTel was chosen as the city's new phone system vendor.

All bets are on ShoreTel to deliver lower costs and higher performance

ShoreTel provided the City of North Las Vegas with ShoreTel Voice Switches and ShoreTel IP Phones, distributed across the neighborhood police substation, the justice facility (which houses the detention center and municipal court), and the IT training center. The city uses ShoreTel Director for system management, troubleshooting, and planning purposes. Installation of the first three sites was completed in phases over five months to avoid downtime, and the system went live for 270 users without a hitch.

ShoreTel costs less and offered a lower TCO

The ShoreTel IP telephony solution not only was less costly than the other proposals, but the total cost of ownership reduced the (TCO) because of the system's ease of implementation, administration, and management.

ShoreTel Director is ShoreTel's browser-based management interface that enables network operations staff members to gain access, via the Web, to the system. Through the browser, everything can be managed, including the PBX, voicemail, automated attendant, and desktop applications. Adding a new user takes mere seconds, starting with the click of a button. When a new user is entered, the centralized database

and all voice switches are notified and updated, and immediately the new user's mailbox is created, and the automated attendant dial-by-name-and-number feature and online directories are updated.

Enhancing customer service, productivity, and processes

The new ShoreTel system integrates easily with Outlook on users' desktops, providing unified messaging, directory dialing, contact screen pop, and calendar integration, which enhances their productivity and streamlines processes.

Employees also appreciate the ease and flexibility of changing call-handling modes, which translates to better customer service for citizens. Out of the box, ShoreTel phones are easy to use and support, and the hunt groups and workgroups handle incoming calls for the police station, the warrant division, the court information booth, and detention center booking. With ShoreTel, those calls go into a queue in a holding pattern until an employee is available.

Workgroups provide a number of powerful features, including voice call routing that consolidates calls to one number, basic reporting for accurate and effective call volume measurement, real-time tolls to help personnel see their current call volume for time management purposes; and other historical and real-time tools to help with planning and forecasting.

Multi-site hunt groups deliver flexible call routing and allow resources to be leveraged across sites to ensure rapid call answering. This distributed, multi-site hunting capability has been embedded in ShoreTel voice switches and allows top-down or simultaneous ringing even in case of a WAN outage.

ShoreTel raises the odds for this fast-growing city

The City of North Las Vegas is one of the fastest-growing U.S. cities. Personnel responsibilities are constantly changing and new employees are being hired all the time. In addition, many people's roles continually change, such as police officers—one week they are working in an office, the next week they are on patrol, etc. With the ShoreTel system, the city's network operations staff is now better equipped to approve and handle phone system changes, and the changes can be made internally, saving time, money, and frustration involved with waiting for a service provider.

Thanks to ShoreTel, the city network operations team can now say "yes" more often to users, and process change requests in about 30 minutes. End users are much happier with the ShoreTel system, and the City of North Las Vegas looks forward to working with ShoreTel on a number of integration ideas.

ShoreTel. Brilliantly simple business communications.

ShoreTel, Inc. (NASDAQ: SHOR) is a leading provider of brilliantly simple IP phone systems and unified communications solutions powering today's always-on workforce. Its flexible communications solutions for on-premises, cloud and hybrid environments eliminate complexity, reduce costs and improve productivity.

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