TeleComp and Mitel Develop Work of Art in Communications for AIRIA

Ordinary is not for everyone. That's why AIRIA Development Company in Houston, Texas needed the services of an extraordinary communications partner when it was developing its newest master-planned luxury residential community, ARTAVIA™.

"We needed a company that could take on responsibility for more than just a single offering," said Lucy Robertson, Community Development Vendor Management for AIRIA. "Since we were literally building the communications infrastructure for a new subdivision from the ground up, we needed someone to step up and assist with finding and choosing the various vendors required to complete the project, including low voltage wiring, carrier services, communications, video surveillance, fire systems, access controls, alarm system and monitoring, audio systems, project management and more."

The project included the build-out of the subdivision's new clubhouse, which consisted of three different buildings: one for ARTAVIA's admin staff and homeowner's association, with meeting rooms and classrooms; a recreation and community center; and the third with a gym and a small community café. Outside of the buildings, a large park, small lake, docks for lake access, a small waterpark and an outside restroom with changing facility were planned for the new community.

"AIRIA has built many beautiful, high-end and unique residential communities, relying on multiple vendors to stay on top of each segment of the project. TeleComp (formerly Co-nexus Communication Systems) was able to fill that role as a single-source provider," said Wayne Hook, Key Account Manager for TeleComp.

"Because we handled the management of the entire project, vendors we had bid on the different products and services involved were able to reduce their charges, and we were able to save AIRIA several thousands of dollars."

The project would take over a year and a half to complete. As this was a new build with a new address, there were no existing ILEC (Incumbent Local Exchange Carrier) facilities or infrastructure to build on. No facilities to the street meant no connectivity to the local grid of services, so multiple processes were needed to get the necessary carrier services in place first.

From there, TeleComp moved on to the inside and outside wiring of the entire subdivision. This required everything from connection to the street to the main distribution frame to feeder cabling and multiple intermediate distribution frames, as well as aerial, burial, conduit, fiber, internet, voice, LAN and WAN facilities.

Once the groundwork was laid, the next step was the provision of a central communication package through which all other services could be accessed, viewed, modified, and serviced.

The clear choice, said Hook, was a Mitel premise-based solution. "Along with Mitel's Application Suite with ISS (Industry Standard Server), we were able to provide a full range of unified communications, including PC integration, call control, WiFi, and access and monitoring of all other services and systems throughout the community."

The system enables staff at any location throughout the subdivision to answer and transfer calls, open and close doors, access emergency systems, use the WiFi network, view surveillance cameras, test and administer systems, and more using just their cell phone and PC.

Using the Mitel platform and included applications such as Call Manager and Mobility as the centralized hub of the community's communications services, "it's impossible not to see the value and impressive amounts of productivity that each person has at their fingertips," said Robertson. "The quality and reliability of the products and services provided by TeleComp were exceptional and all at a very fair price."

ABOUT AIRIA

AIRIA Development® Company is a real estate development company which manages, operates and develops residential and multi-use properties for residents and home shoppers from all over the world. The Houston-based development team has an overall 190 years of combined experience in new-home communities and land development.

About TeleComp

TeleComp was founded in 2003 in Northwest Arkansas after the merger of three smaller telecommunications and computer companies. TeleComp expanded to Little Rock in the following years. TeleComp specializes in Hosted Cloud phone systems and contact centers utilizing its own proprietary cloud platform, TeleCloud. Additionally, as a Tier 3 Phone and Internet Carrier, TeleComp delivers business fiber through its own fiber network and wholesale agreement with AT&T. In 2018, TeleComp secured its Platinum statuses with both Mitel business telephones and AT&T Partner Exchange program providing fiber sales and service, which makes it one of the largest service companies in the United States.

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