

TeleComp Receives 'Thumbs Up' from Town of Flower Mound, Texas



Known for its beauty and idyllic small-town appeal, the Town of Flower Mound, Texas, population 75,000, is booming. The town is a burgeoning bedroom community with an excellent school system near the draw of the Dallas/Fort Worth area. To keep up with its growth, decade-long resident Gary Bertagnolli, Flower Mound's director of IT, was responsible for the selection and purchase of the municipality's new voice and data system two years ago.

"We were paying \$30,000 annually just to maintain our 10-plus-year-old Meridian PBX system," says Bertagnolli. Dealing with outdated hardware, copper lines and manual coding of adds, moves, and changes for over 700 stations, offices, and phone systems throughout the town, it was definitely time for an upgrade.

Keeping Up with the Jones's – and Technology

The town's IT department handles anything technology-based: surveillance systems, computers, emergency services, police and fire vehicles, and phone systems that support vital services 24/7, 365 days a year. That's why Bertagnolli partnered with TeleComp and made the move to a VoIP-based Mitel 3300 Unified Communications System.

"The reason I chose TeleComp was because of support. I checked around with other cities and they had a good reputation. They were also on state contract, so we didn't have to go through a time-consuming bid process, which made it very easy. They gave us a very fair price and high level of service. The original install took place over a weekend. When users came in that Monday morning, the phones were on their desk. They might have looked a little different, but they operated pretty much just like they did in the past.

"The nice thing about new technology when it comes to Voice Over IP is that it costs a lot less than the old PBX," continues Bertagnolli. "In fact, it's so much less expensive, it ends up paying for itself."

Another cost-saving advantage, adds the town's MIS Manager Rob Silvy, is the Mitel UC system runs on the town's data network, "which makes our job easier. We don't have to run separate cabling for phone and network. When there are software revisions to the system, TeleComp can just login remotely and take care of it."



The on-premise Mitel system features two controllers, providing redundancy and failover protection in case of a system outage, along with the latest unified communications and collaboration technology. A welcome feature is the ability to see other staff members' availability, chat, mobility, and BYOD – bring your own device – capabilities have also increased productivity and decreased the IT team's workload.

“Staff changing offices or locations is seamless,” Bertagnolli says. “We don't have to 'deploy' anything. Anyone can learn the intuitive GUI interface to get set up and use the system quickly and easily. When you walk away from your office, you always have all the same features of your office phone on your own cell phone, so you can answer anywhere as if you're sitting at your desk. And if someone's at home recovering from a cold, they can even use their office desk phone by just plugging it into their home internet.”

Plug and Go

The recent move into a new town hall was a testament to the system's ease of use, shares Silvy. “We were able to do almost everything ourselves. All we had to do was move the server boxes and the phones, plug them in, and they were good to go,” he notes, adding, “It took longer to walk across the parking lot than it did to get the system back up and running. We only had to file a couple of trouble tickets, which TeleComp quickly took care of.”

With the new Mitel system and TeleComp's support, says Bertagnolli, “My job's been made easier because my techs' jobs have been made easier.

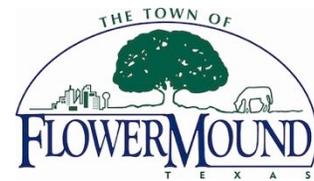


Powering connections



I just type in a name to see if they're at their desk or if they're on the phone before I click the button to call them. And if I'm expecting a call from a vendor, I don't have to sit at my desk. I can be doing other work anywhere in town and be able to get that call.

“I'm very pleased with how the phone system has operated in the past two years since we've had it. We've had no downtime. TeleComp makes things very easy. If someone asks me for a recommendation, I would give them the thumbs up.”



About TeleComp

TeleComp was founded in 2003 and has offices in Arkansas, Oklahoma, and Texas. It serves private businesses, public and private schools, higher education, healthcare providers, and nonprofits across the United States. TeleComp specializes in Hosted Cloud phone systems and contact centers utilizing its proprietary cloud platform, TeleCloud. Additionally, as a Tier 3 Phone and Internet Carrier, TeleComp delivers dedicated fiber internet through its fiber network and wholesale agreement with AT&T. TeleComp is a Platinum partner with Mitel and a Platinum Elite partner with the AT&T Partner Exchange program. TeleComp recently received the Healthcare Partner of the Year award for the Americas from Mitel. For more information, go to www.telecomp.com.



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