



CHESAPEAKE TELEPHONE SYSTEMS

customer experience

“During our ten-year relationship with Chesapeake, they have played a major role in helping us expand our retirement community. They make sure our communications keep up with us...”

—**Dennis Hunter**
Vice President
Brooke Grove Foundation



BROOKE GROVE FOUNDATION

At-a-Glance

Customer

- Vertical - Healthcare
- Geriatric services
- Multi-building campus

Solutions

- Mitel 3300 IP phone system
- 300+ digital phones
- Cisco Switches
- Wireless Access Points
- 20+ SpectraLink wireless phones
- Fiber, Ethernet & Wireless infrastructure
- Power over Ethernet (PoE)
- Centralized Attendant & Voicemail
- Integrated overhead paging

Key Benefits

- Mobility for staff
- Cost savings
- Centralized dialing plan
- Chesapeake's local support

A tradition of caring and excellence

For more than half a century, Brooke Grove has been a leader in providing a continuum of care for older adults. From its 220-acre campus in Montgomery County, it has expanded to offer assisted living, rehabilitation, skilled nursing, Alzheimer's services, and respite care. Doing all this requires reliable voice communications, and Chesapeake Telephone has been on call with Brooke Grove for 10 years, supporting the Foundation's growth to better serve the community.

Building a foundation for the future

Initially, Brooke Grove used small key telephone systems and Centrex service to connect sites across its sprawling campus. As Brooke Grove added new care services, it outgrew this arrangement and called in Chesapeake for a better solution. Chesapeake designed and implemented a master plan to meet the Foundation's growing communications needs, starting with a fiber infrastructure between buildings and wireless bridges to extend communication throughout the campus. Communication is now centralized with a Mitel 3300 IP phone system.

Adding mobility and unifying communications

With a centralized telephone system, Brooke Grove now has unified voice mail and one answering position. The same Ethernet cabling used for their local data networks is also used to power their phones, saving on separate wiring costs. Chesapeake also added integrated paging to enable convenient broadcasts from any phone on the campus. Mobility was further enhanced with Wireless access points to serve wireless IP phones as caregivers move between buildings.

Continuing on the right path...

Chesapeake continues to be involved with Brooke Grove's expansion. The addition of wireless access points is planned to cover campus hiking and biking trails in case residents need emergency assistance. As Brooke Grove evolves to meet new community needs, Chesapeake will be there to help them stay on the right technology path.

CHESAPEAKE TELEPHONE SYSTEMS
8225A CLOVERLEAF DRIVE
MILLERSVILLE, MD 21108

(800) 787-4848 TOLL FREE
(410) 850-4848 BALTIMORE
(301) 621-1213 WASHINGTON, DC

