



CHESAPEAKE TELEPHONE SYSTEMS

customer experience



GIRL SCOUTS OF CENTRAL MARYLAND

“Working with Chesapeake is a pleasure! Everyone — from our sales rep to the technicians who visit our offices — is professional and courteous, and we couldn’t be happier with our new Toshiba Phone System. Thanks Chesapeake!”

— **Billy Heinbuch**
Network Administrator
Girl Scouts of Central Maryland

An organization with character

Of the over three hundred Girl Scout councils throughout the United States, Girl Scouts of Central Maryland is the 8th largest among them. It serves over 30,000 girls in nearly 2,500 troops and groups in Baltimore City, Anne Arundel, Baltimore, Carroll, Harford and Howard counties. Over 10,000 registered adult volunteers and staff work to bring the fun and ideals of Girl Scouting to the families of Central Maryland. Effectively coordinating all of their activities, however, requires a flexible, dependable communication system.

Experience matters

After struggling to get help from its original vendor, Girl Scouts of Central Maryland called Chesapeake for help in diagnosing problems with its old phone system. The expert technicians from Chesapeake were able to isolate the trouble in one day and recommend ways to fix the problem. Rather than continuing to spend more money on their outdated system, the Girl Scouts upgraded to a new Toshiba CIX670 phone system with 85 digital phones for its Baltimore office. The voice mail system was also upgraded to a Toshiba SES48 system to ensure timely communication among staff and volunteers. Impressed with the technical prowess and professionalism of Chesapeake’s experienced technicians, the Girl Scouts opted for Chesapeake’s full coverage five-year Service and Maintenance Plan.

Sharing the benefits

Girl Scouts of Central Maryland operates several nature and camp sites in Harford and Howard counties. In the future, the organization wants to extend the advantages of IP Telephony to these sites with links to the Toshiba CIX670 at their Baltimore headquarters. The Girl Scouts will save money because this arrangement eliminates the need for separate phone systems at these remote locations.

The Chesapeake difference

Girl Scouts of Central Maryland now operates with an advanced IP-enabled phone system. With its new upgrade, the organization has the expansion potential to meet its future application and growth needs. The difference Chesapeake made was “like the difference between night and day,” according to Billy Heinbuch, now a very happy network administrator.

AT-A-Glance

Customer

- Association
- Staff and volunteers

Solutions

- Toshiba CIX670 Phone System
- 85 digital phones
- Toshiba SES48 Voice Mail

Support

- 5-year Priority 1 Support Plan

Key Benefits

- Responsive, expert technical help
- Flexible voice communications
- Seamless path to IP Telephony
- Expansion potential to remote sites
- Chesapeake’s local support

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