



# CHESAPEAKE TELEPHONE SYSTEMS

customer experience

*"Chesapeake designed an IP voice network that connects our campuses and gave us all of the communication tools on our wish list. We're very pleased to be working with a local technology partner we can count on..."*

— **Pat Cecala**  
Telecom Engineer  
Harford Community College

## AT-A-Glance

### Customer

- Vertical - Education
- Community College
- Multi-site campus

### Solutions

- MITEL 3300 IP Phone System
- 700 IP and Digital phones
- Voice Mail | Unified Messaging
- Contact Center
- Call Accounting
- Your Assistant
- Mobile Extension
- Enterprise OPS Manager
- Network Fax Server
- 5-Year Service Plan

### Key Benefits

- Multi-campus communications
- Campus-wide 4-digit dialing
- Easy web-based administration
- Improved call response
- Peace-of-mind service

## Harford Community College

### Entrance exam

Celebrating its 50<sup>th</sup> anniversary, Harford Community College serves over 5,000 students. Located in Bel Air, with a Higher Education Center in Aberdeen, the school wanted to replace its aging phone system, link its two sites with expanded communication capabilities, and improve response to incoming calls. After a thorough competitive review process, Chesapeake aced all tests to become HCC's new technology partner.

### Technology tutor

Chesapeake evaluated HCC's entire network infrastructure before recommending the Mitel 3300 IP phone system to meet the school's requirement for integrated voice and data. The capabilities of the IP voice network are extended to Aberdeen, providing convenient four-digit dialing between campus locations. Complementing the phone system is Mitel 'Contact Center' technology, which is essential to managing calls during peak periods, such as student registration. Mitel's 'Your Assistant' provides contact management tools, coupled with desktop integration. 'Mobility Extension' links desk phones to mobile phones or remote offices. Unified Messaging makes it easy to access email and voice messages from one inbox.

### Making the grade

The 3300 IP phone system is easy to manage through a web browser. Enterprise OPS Manager provides access to the Bel Air and Aberdeen locations from a single interface, lowering administrative costs and increasing IT staff productivity. A call accounting system tracks all phone usage, helping HCC allocate and control telecom costs. Chesapeake's 5-year service agreement, local technical support, and extensive parts inventory provide peace of mind.

### It's all academic

HCC has graduated to a new communication system that has the flexibility to keep pace with a growing community and student population. The new phone system is paying off with expanded capabilities and new management tools, making life easier for staff, school administrators, and the IT team. To the Chesapeake team that made it all possible, it's all academic...

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