



CHESAPEAKE TELEPHONE SYSTEMS

customer experience

"Your hard work and hands on program management made our weekend transition to IP Telephony possible. Our new telephone system has changed how we get work done here... it makes a real difference everyday. Thanks Chesapeake!"

— **John Young**
Information Technology Officer
Howard County Dept. of Education

HOWARD COUNTY DEPARTMENT OF EDUCATION



Managing successful schools

Howard County, MD is a suburban community of 265,000 located along the Baltimore-Washington corridor. The county is one of the fastest growing in Maryland and now has 47,500 students enrolled in its public schools. The Department of Education manages the top-rated school system from its campus headquarters in Ellicott City, Maryland.

IP Telephony makes the grade

The Department of Education had been using a legacy Centrex system for many years, but the monthly expense coupled with the school system's need for more advanced features and functionality made the transition to a new system an easy decision. To reduce the high monthly phone bill CTS replaced the 550 Centrex lines with 5 ISDN PRI's to support their local and long distance calling. CTS coordinated a weekend cutover to install the new Mitel 3300 ICP phone system and connect 550 digital speaker phones with existing phone cabling. The Mitel system was extended to other campus buildings with peripheral cabinets connected by the fiber-optic campus backbone, and the entire phone system is protected from electrical outages by a battery backup system and a power generator.

Life is easier...

Mitel's Ops Manager was set up to enable the telecom operations team to make local moves, adds and changes – eliminating another major Centrex expense. The new phone system is paying off with new productivity through the integration of its voice mail system with Microsoft Outlook. Now users access voice mail and email through a single, convenient inbox. Life is easier at the main answering position too – a PC-based attendant console now provides call status and other useful information, and is complemented with an external directory application to show names and extensions.

Looking to the future...

The Department of Education is planning new capabilities, such as a unified dialing plan throughout the school system, and adding Wireless IP phones for school administrators who need mobility. Meanwhile, central staff is much better positioned to handle the enormous task of managing one of Maryland's highest ranked public school systems.

AT-A-Glance

Customer

- Vertical – Public Sector
- Local School District

Solution

- Mitel 3300 ICP Phone System
- Mitel Remote Peripheral Cabinets
- 550 Digital Phones
- PC-based Attendant Console
- Mitel Ops Manager
- Mitel Enterprise Manager
- Mitel Enhanced Voice Mail
- 5 ISDN PRI trunks

Key Benefits

- Cost savings
- More control
- Improved communications
- Chesapeake's Local support

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