



CHESAPEAKE TELEPHONE SYSTEMS

customer experience



PATUXENT PUBLISHING COMPANY

“The headline here is that Chesapeake has been supporting us for 19 years... We’ve been working together for so long we’re on a first name basis, dialing home and mobile phone numbers whenever we need each other... That’s the kind of relationship we wish we had with all our vendors.”

— **Pat Conyers**
Director of Facilities
Patuxent Publishing Group

AT-A-Glance

Customer

- Media & Publishing

Solutions

- Mitel SX-200 IP-enabled phone systems
- Adtran and Cisco network gear
- Verizon Point to Point T1s
- Active Voice Repartee Unified Messaging Platform
- Taske Call Center Management
- Integrated overhead paging

Key Benefits

- Improved internal communication
- Cost savings on local calls
- Administrative control
- Networked locations
- Advanced call center technology

Read all about it

Patuxent Publishing Company began in 1969 with the launch of the Columbia Flier. Building on a series of acquisitions, PPC has become a major local media player – publishing newspapers in fast growing communities throughout Central Maryland. PPC is now the Baltimore Sun’s community newspaper division, and is part of Times Mirror Company. Today, over 275 employees work out of company headquarters in Columbia and from offices in Catonsville, Laurel, Towson and Westminster.

Making deadlines

Voice and data communications are vital resources in the media business... writers need to identify and develop their next scoop, classified and advertising teams need to generate revenue, and everyone has deadlines. The communications at PPC have evolved over the years to keep up with the information needs of their staff – from basic analog systems to advanced IP networks and digital technology. A centralized call center in Columbia supports the classifieds for every PPC paper. An Automatic Call Distributor, linked to a visual reader board, ensures every caller gets a quick response. Behind the scenes, managers use Taske Call Management reports to access real time data to help adjust and refine call center operations.

Spreading the news

Chesapeake also designed and installed the LAN and phone cabling infrastructure at all the PPC locations, and networked headquarters with the local community offices using T1s connected to Cisco and Adtran networking equipment. Mitel’s SX 200 IP-enabled phone systems are networked to support PPC’s voice communications which are equipped to accommodate either IP or TDM user phones. Staff in every office location can call each other with convenient 4-digit dialing. A centralized Active Voice unified messaging platform manages everyone’s messages, and the attendant at headquarters takes care of overflow calls or paging in any PPC office, eliminating the need for redundant systems and administrative support.

More headlines

Patuxent Publishing continues to thrive in a very competitive marketplace. For almost 20 years Chesapeake and PPC have been steadfast business partners, growing and serving communities throughout Maryland.

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