



# CHESAPEAKE TELEPHONE SYSTEMS

customer experience



*“Chesapeake not only helped us get our Reston office back on track, they helped us across the board in keeping pace with growth. Chesapeake came through for us again and again. They’re a great technology partner!”*

**Jorge Dana**  
Director of IT  
SOS International Ltd.

## AT-A-Glance

### Customer

- Consulting Services
- Government Contractor
- 4 offices – NY, VA, NE

### Solutions

- Toshiba CIX670 IP phone systems
- Toshiba CIX40 phone system
- 165 digital and IP phones
- Toshiba Enterprise VM Server
- Unified Messaging | Fax
- Soft Phones
- 10G Fiber Backbone
- PAETEC PRI
- e-Manager – Online Management

### Key Benefits

- More flexible communications
- Improved message handling
- Easy web-based administration
- Peace of mind hardware warranty
- National project management

## Office in distress

Headquartered in New York, SOS International provides intelligence, logistics, linguistic and technical support services to private sector and government clients. With 550 experts worldwide, the firm has an enviable track record of annual double-digit growth. After opening its Reston, Virginia office, poor voice quality from a new phone system left employees without the ability to place or receive calls. That’s when SOS signaled Chesapeake for help.

## To the rescue

With no time to spare, Chesapeake designed and implemented a Toshiba CIX670 IP Phone system and installed 30 phones to get the Reston office back in business. As the office expanded, Chesapeake arranged for a PRI from PAETEC and set up a Toshiba Enterprise Voice Mail server with unified messaging and fax to the desktop. Chesapeake also equipped notebook computers with Soft Phones from Toshiba.

## Sea change

Winning a large government contract required SOS to open a separate office and set up a dedicated phone system to support it. Chesapeake installed a CIX670 and 60 digital and IP phones in the new Reston contract office with the same capabilities and features as the existing SOS Reston branch, then networked both sites to provide 4-digit interoffice dialing. A 10G fiber backbone between the offices supports high-speed data. Through its National Accounts program, Chesapeake arranged for the installation of a small Toshiba CIX40 phone system at a project management office in Omaha, Nebraska and also connected it to the Reston office. And when SOS changed locations in New York, Chesapeake replaced an older phone system with a CIX670, which is also networked to the other locations.

## An even keel

With Chesapeake as its technology partner, SOS communications won’t be adrift again. Now employees can dial by extension to reach SOS colleagues anywhere on the network. An advanced fax-to-desktop capability ensures the confidentiality of HR communications. Soft Phones allow staff anywhere in the world to stay connected to corporate offices. The CIX670 phone systems are easily managed using Toshiba’s e-Manager. A 7-year hardware warranty provides SOS with peace of mind. Whenever SOS needs communications help they call Chesapeake.

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