



CHESAPEAKE TELEPHONE SYSTEMS

customer experience



“Our old phones were worn out. Instead of just putting a new phone on my desk, CTS looked at our business and how we communicate. Their experts designed an IP voice network that helped our entire company.”

— Paul Bondoc
Director of IT, Towne Park

AT-A-Glance

Customer

- Hotel services
- Hospitality parking systems

Solutions

- Mitel 3300 IP phone system
- 60 IP phones
- HP ProCurve switching with PoE
- Sonexis ConferenceManager
- PRI with DID

Key Benefits

- Big conferencing savings
- Convenient 4-digit dialing
- Simple web-based administration
- Easy system upgrades
- Flexibility to add new locations
- CTS national account support

A tradition of service

Established in 1988, Annapolis-based Towne Park is a national leader in contract hotel services and hospitality parking systems. With operations in over 20 major cities, the firm serves hotels, resorts, hospitals, office buildings, and residential complexes. When its headquarters phone system reached the end of its useful life, Towne Park turned to Chesapeake, its technology partner of 15 years, for help.

Checking in

Chesapeake evaluated the entire network infrastructure to assess the best approach to support Towne Park’s immediate needs and future plans. The Towne Park IT team also wanted to simplify system administration – making it easier to add phone and emerging business applications. Based on its findings, Chesapeake recommended a flexible IP phone system and network, coupled with a new conference bridge.

A ‘five-star’ experience

Chesapeake installed a Mitel 3300 IP phone system that is easy for the IT team to manage online and will support teleworking for district managers. IP voice networks extend 4-digit dialing between IP-enabled offices and eliminate intra-office long distance calls. HP’s ProCurve switch integrates voice and data on internal networks so phones can be powered across Ethernet – no more separate cabling for PCs and phones. And PRI service with direct inward dialing will ease the receptionist’s workload.

Focused on customer service

Towne Park provides a lot of training to make sure its staff always provides first-class client service – which had meant big travel bills to and from Annapolis. The Sonexis ConferenceManager enables cost effective, online training with plenty of capacity, control, web conferencing, and call recording for refresher classes.

No reservations

Towne Park can now keep operations running efficiently and at less cost than ever before. It now plans to equip its regional offices in Dallas, Nashville, and Miami with 3300 IP phone systems and network them with Annapolis. Chesapeake makes it easy to manage multiple offices with one-stop-shop support. Without reservation, the IT team at Towne Parke headquarters is delighted with their new voice communications and their new tools to support the company as it expands nationwide.

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