Local Municipality

Case Study

CORPORATE TECHNOLOGIES GROUP

A local municipality recently partnered with Corporate Technologies Group (CTG) to upgrade its communication systems. The goal was to transition from their previous provider, Sangoma, to a new system that would enhance usability, stability, and overall efficiency—including critical operations like their 911 dispatch center.

Challenge

One of the key requirements was a user-friendly communication system that streamlined administrative tasks. CTG addressed this need by implementing an intuitive PBX interface that significantly improved the user experience.

What CTG Did:

- **Unified Communications Solutions:** CTG provided a user-friendly PBX system that simplified tasks such as managing voicemail settings and other administrative adjustments.
- **Seamless Project Management:** The transition process was carefully planned to minimize disruptions, making it smoother than the city's previous experience transitioning from analog to digital systems.

> "The transition to our new communication system has been incredibly smooth and user-friendly. Simple tasks like changing voicemail settings are now much easier to manage. The experience was notably smoother than our previous transition from analog to digital, which speaks volumes about the efficiency of CTG's support."

Challenge

As their dispatch center expanded to accommodate additional agencies following the closure of a supporting agency, stability and reliability were important. During installation, CTG uncovered a critical issue with the building's internet routing, which they promptly resolved.

What CTG Did:

- **Network Infrastructure Evaluation:** Identified and corrected a single point of failure in the network (a "star box") that had been causing frequent outages.
- **Internet Connectivity Improvements:** Enhanced stability, ensuring uninterrupted service for 30 consecutive days following the transition.
- **Unified Communications for Public Safety:** Enabled the reassignment of 911 dispatching ports with ease, critical for integrating new agencies.

ISSUES

- Complicated systems
- Frequent internet outages
- Extended amount of downtime
- Inadequate training
- Growth limitations
- Reporting and accountability gaps

CTG SOLUTIONS

- Simpler system
- Stable internet connection
- Smooth transition to new system
- Effective training
- Provide flexible setup for growth
- Enhanced end-user features

> "Since the transition, our internet has been stable for 30 days straight, which is a dramatic improvement from our previous experience. The ability to reassign ports for 911 dispatching with ease has been a significant advantage."
>
> Ben Y., IT Systems Analyst

Challenge
Staff experience an administrative burden regarding installation and setup.

What CTG Did:
- **Project Management:** Managed the bulk of the PBX setup using employee data provided via spreadsheet.
- **Quick Issue Resolution:** Addressed minor issues, such as mislabeled extensions, promptly during implementation.

> "CTG's team was immensely helpful during the setup of our PBX system. This saved us a considerable amount of time and effort. One department head, Brian Hill, who has been with us for 43 years, mentioned, 'Man if we had had Laura the last time we switched phones to explain how to do this, I might have used my phone more."

Challenge
Management had limited tools for call volume reporting and had no call recording capabilities to manage operational oversight. A lack of time and training resources was also an issue. They needed to resolve these issues as quickly as possible to minimize downtime of vital city resources.

What CTG Did:
- **Downtime Minimization:** Ensured zero downtime for 911 services and limited non-emergency line downtime to just four hours.
- **Proactive Planning:** Carefully coordinated the transition process to avoid service interruptions.
- **Onsite Training:** Conducted personalized training sessions led by Laura, covering both the phone system and mobile app.
- **Mobile App Utilization:** Equipped service department staff with an iPhone app for better connectivity while away from desks.
- **Reporting Tools:** Demonstrated how to generate annual call volume reports required for state filings.
- **Call Recording:** Enabled call recording for the front desk to address complaints and maintain service standards.

Corporate Technologies Group's unified approach to services—spanning communication system transitions, network evaluations, training, and operational support—transformed their communication infrastructure. Their experience underscores the value CTG can provide to municipalities and other industries to achieve operational efficiency and reliability.