



CASE STUDY

Town of Sandwich Police & Fire Department Sandwich, MA



Town of Sandwich Police & Fire Departments Turn to Partners Technology & Mitel for Reliant, Redundant Communications

There's no free lunch when it comes to dependable, mission-critical communications for the Town of Sandwich's first responders. That's why when it came time to replace the township's 40-year-old Avaya phone system, town administrators knew they needed a real state-of-the-art upgrade to a complete communications platform that would not only bring them into the 21st century, but enable them to respond to the town's anticipated needs and take advantage of modern technologies to support the police and fire departments well into the next decade.

Incorporated in 1639, the picturesque town of 21,000+ near Cape Cod, Massachusetts, undertook the task of developing and choosing a new communications system in conjunction with the construction of its new police and fire building over the last two years. During that time, it turned to Partners Technology for guidance on the best solutions to achieve the town's goals in ensuring and enhancing the public safety needs of its residents.

"As the town's first responders, we had several challenges to help them overcome," said Jim Rabbitt, Managing Partner with Partners Technology. "First and foremost, we needed to ensure they had a system that was both resilient and redundant, with multiple layers of failure back-up in the event of a severe storm or other disruption to the two primary pathways for data to enter police and fire services.

We also needed to make sure the system could support an Incident Command System that complemented national incident management systems. This entailed making department telephone systems mobile or IP based to allow for more flexibility in emergency operations settings. And, of course, we had to ensure the overall cost was manageable while developing a scalable system that could accommodate the integration of additional departments and town services."

To answer the town's call, Partners recommended an all-encompassing, user-friendly and economical solution from Mitel.

In addressing the vital need for redundancy and resiliency in the event of a loss of internet connection and total power failure, Partners recommended the use of SIP lines and a cellular back-up system with the MXe III redundancy package. This technology provides three levels of failover to enable the continuation of police and fire communications and services during a large-scale disaster.

In addition to supporting emergency operations, the Mitel system also provides the town's police and fire services with an integrated recording solution, as well as the ability to easily move telephones from one town building to another without reprogramming. Within just a few short months of implementing its new Mitel system, Deputy Chief of Police Michael Nurse noted several immediate benefits.

"Through Partners Technology's recommendation and leveraging their vast knowledge of telephone systems, the Town of Sandwich's public safety support has dramatically increased. We are now able to provide more reliable support to the town in the event of an emergency by ensuring continued communication to meet the needs of the community. Leveraging the telephone system has allowed employees to be more efficient, especially our investigation staff, which now uses soft phones that allow for anonymity in communication during investigations. Based on these initial improvements, we're planning on expanding the system to encompass the 400 phones throughout all of the town's offices. We're also exploring a more efficient faxing solution to further enhance the operations of the police department and the town."

The deputy chief also noted that during the two-year construction process, they worked with a myriad of vendors. Partners Technology, he says, ranked among the best of the companies to work with.



"Our experience with Partners Technology has been excellent. They're extremely knowledgeable in every aspect of the systems they recommend. Each of their staff was easy to work with, and I never heard the word "no" for any additional request. We especially appreciated their workarounds to problems and recommendations for meeting our goals that evolved throughout the building process. They were able to recommend a better solution through Mitel that can carry the entire town into the future." Deputy Chief of Police Michael Nurse

ABOUT PARTNERS TECHNOLOGY

At Partners Technology we provide organizations of all sizes with advanced networking, communications and technology solutions. We offer a full range of products and services, including a comprehensive suite of voice products, data networking solutions, managed services and cloud services.

With an unwavering focus on customer service, Partners Technology enjoys some of the highest customer loyalty and satisfaction ratings in the telecommunications industry.

As an Exclusive Mitel Gold Business Partner, we service all of New England and are able to service our customers globally utilizing a network of over 1,600 value-added Mitel resellers and partners.



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