



CASE STUDY
Town of Kingston
Kingston, MA



Town of Kingston Receives Royal Treatment from Partners Technology

As part of the Plymouth Colony settled by the Pilgrims, the Town of Kingston, Massachusetts is proud of its historical roots. Incorporated in 1726 and now a bustling bedroom community about 35 miles south of Boston, it's home to a population of 5,700 townspeople who enjoy fishing, shell fishing and a casual coastal lifestyle along the southeastern shore of the state.

A lesser-known historical fact about Kingston: Up until a few years ago, the Town had no voice mail. Its aging but not-quite-centuries-old Centrex phone system was small, with none of the current-day communications capabilities and features most people today take for granted.

To provide its employees with the seamless ability to communicate with each other and the residents of Kingston, IT Director Marie Grossmann knew it was time for a communications system that would catch them up with the 21st century. Having a history of working with Partners Technology in the private sector, she turned to the unified communications specialists and Mitel Gold Exclusive Business Partner for help.

"We were thrilled to step in and offer Kingston affordable options for updating their communications system that would not only meet their immediate needs but grow with them in the future while saving the Town money today," said Managing Partner Jim Rabbitt.



Powering connections

Partners Technology recommended a Mitel VoIP unified communications system. Easy to administer, maintain and for employees to learn and use, the system includes Automatic Call Distribution (ACD), voice mail, programmable keys, call conferencing and voice messaging to email. It also puts the Town of Kingston in compliance with new federal emergency 911 (E-911) laws enacted in 2021.

“Partners was great during the whole process from beginning to end,” said a grateful Grossman. “They listened to our needs and requests, worked within our budget constraints and provided great customer support.”

And, added Grossman, since deploying the new system, the Town has realized a 20-30% savings on its phone bills.



“I highly recommend Partners Technology for all aspects of telecommunications. They continue to be a great partner to Kingston.”
– Marie Grossmann, IT Director

ABOUT TOWN OF KINGSTON

Kingston is a coastal community in Southeastern Massachusetts, located about 35 miles south of Boston. Prior to the Town's incorporation in 1726, Kingston was known as the North Precinct of Plymouth. The Town's early history, as a part of the Plymouth Colony settled by the Pilgrims, initiated an active historical community.

Today, Kingston is principally a residential community with a small number of professional fishermen and cranberry growers. A large proportion of the residents are commuters with many using the MBTA Old Colony Train for easy access to Boston and points north.

Residents enjoy Gray's Beach, the AhDeNah Landing on the Jones River, fishing, and shell fishing, as well as hiking on numerous open space properties. Great schools, an active senior center, recreation center and public library round out our fantastic community.

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.



Bringing People and Technology Together