



Town of Sutton Turns to Municipality Specialists Partners Technology

Connecting small towns and municipalities with today's technologically advanced communications systems has become a specialty of Partners Technology. In fact, according to Dan Durgin, technology director for the Town of Sutton in central Massachusetts, "Their experience with other municipalities was key in helping us add/remove items from our design based upon what worked in other communities."

With a population of just under 10,000, the Town, which is about 50 miles south of Boston, was facing a common problem among smaller municipalities. Its aging phone system was rapidly becoming obsolete.

"I was ordering parts on eBay because they were no longer readily available," he said.

Fortunately, as part of a new Town building project, funding was available to finally replace its old Avaya system so Durgin could bring its communications capabilities into the 21st century.

Consolidating with Unified Communications

Top of the list for Durgin was a system that would easily connect all the Town's municipal offices and buildings via fiber and consolidate the phone bills from each of its separate locations into one. Another key requirement was to integrate the Police Station 911 Call Recording Application with the phone system. Durgin also wanted a solution that would incorporate Disaster Recovery (DR) services, so that in the event of a disaster, phone calls would be easily rerouted.

“To provide better service to the residents of Sutton, we needed to replace the individual phone lines and numbers at each of our municipal buildings and connect them with simple extension dialing for easy call transfers,” he said. “We also wanted to reduce our overall communications costs by consolidating our phone bills through one location.

Partners Technology, a Mitel Gold Exclusive Business Partner specializing in advanced networking, communications, and technology solutions, understood just what Durgin was looking for.

“After meeting with Dan and other project stakeholders, we felt their best option would be a Mitel MiVoice Business, which is ideal for multi-site organizations like the Town of Sutton,” said Jim Rabbitt, managing partner with Partners. And, the Mitel would integrate with the 911 Call Recording Application.

Meeting Future Communications Needs

Durgin and the Town also don’t need to worry about the new Mitel system becoming obsolete any time soon. It’s designed to allow for future expansion with the ability to upgrade to more sophisticated communications requirements when the time is right. And with the expert service and support provided by Partners, they won’t be looking on eBay for parts any longer, either.

Now that their system has been up and running for a while, Durgin couldn’t be more satisfied with his decision to go with Partners.



Powering connections



“What we needed was a VoIP system that was easy to use. That’s why I contacted Partners.” – Dan Durgin, Technology Director

ABOUT TOWN OF SUTTON

The Town of Sutton is a rural community located in the heart of the Blackstone Valley, minutes from Worcester and the Mass Pike and just 15 minutes from the Rhode Island border. With excellent schools, rural character, and safe surroundings, Sutton offers the ideal environment to live and to raise a family.

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

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