



Utility Company Keeps the Lights On and More with New Mitel Hosted Communications Solution from Partners

Sterling Municipal Light Department (SMLD) has been supplying innovative utility services to its customers since 1910. Now in its second century of serving the people of Sterling, Massachusetts, the customer-owned utility is introducing Sterling LAMB (Local Area Municipal Broadband), a fiber-optic Internet service that will be built and operated by SMLD. Setting the stage for bringing its customers into the next century, SMLD recently upgraded to a cloud-based IP communications system of its own.

"Our previous phone system was showing its age," Bill Underhill, SMLD network coordinator. "The idea of a hosted solution appealed to us and moving to an IP-based phone system was important as we wanted something that would grow with us, as well."

Making the move to a 21st century phone system was easy he said, deciding to stay with SMLD's technology partner, Partners Technology and a new Mitel hosted solution.

"Businesses today have a variety of options when it comes to communication systems," remarked Jim Rabbitt, managing partner at Partners Technology, a Mitel Gold Partner. "Many, like SMLD, look at a cloud solution to reduce capital expenses, maintenance, administration and equipment costs, while still obtaining the benefits of the latest IP PBX features and solutions."

Cloud-based communications services from Partners Technology for small and medium-sized businesses include everything a business needs for a monthly subscription fee. With scalability and 24x7 management and maintenance from its team of qualified professionals, Partners provides hosted cloud-based communications that enable businesses to stay focused on serving their customers.

"Clearly the ROI was a factor. Getting rid of land lines and the costs associated with them is a benefit," said Bill. "More importantly, the system itself is more robust and allows us to take advantage of a number of solutions and technologies that will make our business more efficient. The phone Partners recommended work great for us."



And working with Partners?

"Everything about the process was professionally handled, from the first call, the technical needs evaluation, project management and installation," Bill said.



ABOUT Sterling Municipal Light Department

SMLD is a progressive public power utility located 10 miles NNE of Worcester, Massachusetts in the Town of Sterling. Serving the town of Sterling for over 100 years, we have more than 3,700 residential, commercial, municipal, and industrial customers.

Our power supply consists of an extremely clean portfolio of separate power agreements with Baltic Mill Hydro, Carbolon Cogeneration, Contoocook Hydro, Macquarie Energy Services, ISO NE Energy Market, MMWEC, Mechanicsville Hydro, Methuen Falls Hydro, Millstone III, PASNY, Centennial Hydroelectric Facility, Seabrook and Stony Brook combined cycle units.

"Everything was very positive, and we'd highly recommend working with Partners Technology."
– Bill Underhill, SMLD Network Coordinator

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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