



## Town of Canton Votes High Carrier Costs Out of Office, Ushers in New Era of Mobility



### Cost-savings Get Functional

There's nothing like replacing 90 copper telephone lines costing \$2,600 with a single T1 data line, especially when you're a budget-conscious public municipality like the Town of Canton, Massachusetts.

What once cost nearly \$3,000 in phone lines was reduced to a paltry \$500 per month when the town upgraded its communications system to the Vertical Wave IP™ unified communications platform from Vertical Communications. And since the Wave IP system includes all voice mail services, the town was also able to bid farewell to its third-party voice mail provider, saving an additional \$200 each month.

Significant cost-savings are only part of what the Town of Canton has achieved with its new Wave IP system, which it acquired through Vertical partner Voice Systems Inc. (VSI), located in suburban Boston.

"The town really appreciates the simplicity of the system. The layout of the Wave IP unified communications interface resembles Windows, which makes it much more intuitive to learn," said John Ulchak, senior account executive at VSI. "It also



#### Customer Snapshot

### TOWN OF CANTON



#### LOCATION

Massachusetts

#### SYSTEM USERS

90 across nine facilities

#### VERTICAL SOLUTION

- Wave IP UC Platform
  - WaveNet
  - ViewPoint Mobile

needed a platform that could support many of the newer communications tools that were important to various departments with employees who spend large amounts of time in the field.”

The town’s police and fire departments, schools and libraries had recently adopted new phone systems, but the municipality itself still relied on a patchwork of antiquated telephone systems from various vendors. There was no consistency, centralization, or shared features among the municipality’s nine facilities. After learning from VSI how it could still use much of its legacy equipment, the town installed the Wave IP platform at Town Hall to network all nine locations together. To maintain as much of its current infrastructure as possible, Canton elected to split its network in half between IP and legacy digital phones, resulting in a significant hardware savings, while still enjoying many advanced unified communications features across the system.

### Productivity beyond the Desktop

Many of the town’s personnel, including IT technicians, water and sewer inspectors, human resource directors and highway personnel take full advantage of the Wave IP’s mobility features, which have had a tremendous impact on off-site productivity.

“In my department alone, we constantly perform remote system updates and conduct IT support for all of our locations, sometimes on an emergency basis,” explained Louis Jutras, information systems manager for the Town

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Town of Canton, Canton, MA

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“Presence was the other big draw in choosing the Vertical Wave IP system,” continued Jutras. “With so many employees traveling from site to site, the staff can quickly see the status of their colleagues, or change their own personal messages to match their circumstances. When I need to resolve something, I don’t waste time trying to reach someone who is unavailable. The system lets me know who is free so I can pursue another avenue to resolve a situation, if necessary.”

The system’s scalability and ease of use allows the town to easily add users and swiftly serve new departments, such as its new Council on Aging, which will increase the system’s user count to 90 phones.

“We are able to move the new personnel right in and let them hit the ground running,” said Jutras. “Vertical’s solution allows us to be a more agile, efficient organization for our community, which is why we’re here.”

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