

## Case Study



### Esnatech Helps Westerville Reach for the Cloud with Unified Communications

With nearly 30,000 residents, Westerville, Ohio is located in one of the State's fastest growing regions. Providing excellent city services is an important goal for the city Manager. From fire services to parks and recreation, utility service and even income tax services, the city has to be accessible and consistently deliver for the families and businesses there.

In 2010, faced with an aging, Intertel phone system that was rapidly reaching its end of life, the city was in a bind. With Intertel ending support for the older technology, the city's Network Operations team was forced to search for replacement parts where ever it could find them – including on eBay. Westerville needed to make a change before an inevitable, broad system failure occurred.

With a corporate system, failures may cause headaches internally, but the failure of Westerville's voicemail system would have led to significant public impacts and potential negative publicity.

In order to select a new phone and voice solution, Westerville launched a request for proposal (RFP) process to identify a new system that could:

1. Last a minimum of 5-8 years
2. Quickly scale to support 300 or more users
3. Integrate with the city's strategy for technology virtualization
4. Offer seamless integration with Google™ Apps to enable mobility for Westerville's workforce

As with most city governments today, budget is always a key consideration, so the new solution also needed to provide a good value for the investment.

The RFP was issued in September of 2010 and three vendors were chosen to present on the project. In December, after a careful review of the submissions, the city selected a collaborative proposal from Mitel and Esnatech.

“Since we moved to the Office-LinX platform we've seen significant productivity gains through more efficient message handling, and as a result have reduced our time to respond to inbound issues or questions. The solution integrated seamlessly with our virtual server environment, helping us to keep costs down.” —**Bryan Mundy, Network Operations Manager, City of Westerville**

### Esnatech is the answer

In developing their winning response to Westerville's RFP, Mitel and Esnatech partnered to offer the most complete solution for the city's needs.

- ⊙ The Esnatech/Mitel solution met all the key RFP criteria; most importantly, it could be deployed on the city's virtual servers. With no new hardware investments, the overall pricing was lower than other proposals.
- ⊙ Esnatech's software seamlessly integrated with the Mitel switch and also enabled Westerville to connect to key applications in the Google™ Apps cloud.
- ⊙ With an expected 300 users or more, the scalability and Esnatech's intuitive user interface were key factors in selecting the Esnatech solution.

In addition to voicemail services, the new Esnatech solution gave city workers an array of valuable, time-saving and productivity enhancing features including presence and mobility.

Said Westerville's Network Operations Manager, Bryan Mundy, “The install was straightforward, the solution fits with our existing infrastructure, and the user experience has been awesome.”

### About Esnatech

Founded in 1989, Esnatech's mission is to provide communication solutions that unify and simplify business communications. The company markets and distributes its products and services through certified OEM and VAR partners in more than 28 countries worldwide. [www.esnatech.com](http://www.esnatech.com)