



Success Summary

Government Sector

Bastrop County Emergency Services



>>> A CSM White Paper

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Bastrop County Emergency Services



Challenge:
Install a new resilient communications solution for the new Bastrop County Emergency Services headquarters.

Solution:
ShoreTel UC solution with HP POE switches.

Benefits:
Resiliency, reliability, ease of use and maintenance.

Bastrop County Emergency Services is the Bastrop County, Tx. agency tasked with ensuring that the residents of Bastrop County are safe. One of the primary responsibilities is firefighting, which in the area of Texas they are responsible for can be quite daunting.

The Bastrop County Emergency Services was in need of replacing their aging communications infrastructure and physical headquarters. Bastrop County called on CSM Texas to examine their needs and recommend a system that is resilient, simple to use, and something that the department would be capable of maintaining.

CSM recommended a ShoreTel solution as it is one of the most resilient systems on the market, and has been designed to be simple to use and maintain.

ShoreTel's UC solution is scalable from 2-20,000 endpoints which give Bastrop County plenty of room to grow. ShoreTel's 99.999% reliability fits Bastrop County's need for a system that is "tough as nails".

CSM installed a ShoreTel solution at the new headquarters as well as the POE infrastructure. CSM was able to work around construction time lines and ensure a fast and dependable deployment.