



Success Summary

Government Sector

Town of Indian Shores



>>> A CSM White Paper

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Challenge:
Install new solution for new municipal building with little to no down time, and make it easy for town employees to use.

Solution:
ShoreTel 220T-1A and ShoreGear 90 for load bearing redundancy.

Benefits:
Reliability and ease of use.

The Town of Indian Shores is a municipality on the gulf Coast of Florida. The town is tasked with all the responsibilities of a municipality including, policing the town, fire fighting, and of course, City Hall and its chambers.

Indian Shores was building a new consolidated municipal center to house the police headquarters, city hall, building department, finance department, and other departments concerned with the administration of the town. The previous Nortel PBX was aging and no longer supported. The Town of Indian Shores desired to upgrade to the latest technology that would be reliable for many years.

CSM recommended a solution from ShoreTel that would allow the town to grow and have all departments able to be represented by an automated attendant. Given that the town must function at all times, reliability was key, particularly since the police department was to be headquartered in the same building and use the same system.

With growth up to 20,000 endpoints and reliability of over 99.999% ShoreTel was the clear solution.

CSM installed all of the building cabling, network closets, and of course the ShoreTel solution. CSM was able to work around construction time frames and meet all building codes.

