



>>> A CSM White Paper

CSM South
800.226.3389
www.csmsouth.com



EMSI, headquartered in Tampa, FL, is a medical device company specializing in home electrical stimulation units and accessories for management of pain and physical rehabilitation.

Since its foundation in the early 1990's, EMSI has had spectacular growth. From a handful of local employees, EMSI has become a national leader in electrical stimulation for pain management. The aged and discontinued InterTel system that EMSI had been using was maxed out and insufficient to accommodate the growth of EMSI.

CSM was contacted by EMSI who had heard of ShoreTel and were interested in that product due to glowing reviews of their peers. The ShoreTel solution is one of the most resilient systems on the market, and has been designed to be simple to use and easy to maintain. But perhaps more importantly, it grows seamlessly up to 20,000 endpoints so they would not be caught in the same problem as the maxed out InterTel.

CSM installed a ShoreTel solution at the headquarters as well as completely refreshing the cable plant for over 300 locations in the building- mostly after- hours and without disruption to business processes.

Over 250 employees utilize the ShoreTel Communicator software along with their ShoreTel IP420 telephones. Management uses the software in conjunction with the ShoreTel IP 480. Workgroup Agents are also utilized extensively for separate queues encompassing technical help, sales, reception, and multiple language support.

Challenge:
Install a new resilient communications solution for the EMSI headquarters, re-cable existing space to refresh old and outdated cable, all with minimum disruption to business.

Solution:
ShoreTel UC solution based on the ShoreGear 220T-1 with resilient ShoreGear 50v.

Mixed environment of more than 250 ShoreTel IP420 and IP480 phones.

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

