

Lehi City Achieves Full Redundancy In A Cost Effective Way



CHALLENGE

- Aging Phone System Causing Down Time
- Difficult To Maintain
- Expensive

SOLUTION

- Zultys MXV IP PBX Running On Regional VMware Servers
- Collaborative Desktop Client That Delivers Voice, Video, Chat, Fax And More
- Cost Effective Solution
- IP Based System

BENEFITS

- Significant Return On Investment
- Achieved Redundancy
- SIP Trunking Thru One Carrier
- Call Recording

The Challenge | Lehi is the fifth fastest-growing city in the country. The City has more than doubled in size since 2000, with population estimates approaching 60,000 residents. Lehi is quickly becoming a premier technology and commercial center along the Wasatch Front. The City provides a full range of services, including police and fire protection, construction and maintenance of roads, parks, commercial and residential building inspection, recreational opportunities, and many cultural events.

With over 60,000 residents, Lehi City receives numerous inbound calls a day. With their previous system, phone calls would drop or have poor quality leaving both parties frustrated. This was also a major problem as these phones were servicing the local police station.

Lehi City had an old Toshiba system, this included 4 different systems with different technologies trying to work together. This system was expensive, difficult to maintain, and created a lack of redundancy.

The Solution | The city explored multiple options and chose YipTel as they were well known for delivering custom solutions and superior customer service. YipTel installed SIP standard protocol, standard polycom phones and an integrated soft phone.

YipTel also provided the city with the robust features they needed, a SIP based system and the ability of call recording. With these new solutions the police department was now able to achieve redundancy and record a call with the push of one button.

The Benefit | Lehi City now had a cost effective solution that had better long term value based on SIP and industry standards. They now had SIP trunking thru one carrier which was much easier to manage compared to their old PRI's and postlines.

Due to the new IP based system, Lehi City can now access all the



WHAT CUSTOMERS ARE SAYING

- “I recommend YipTel very highly, they are a great solution, a great price and they fit the needs of small businesses all the way up to large enterprises.”

- Chad Skinner, IT Manager

“The way the Zultys solution is built from the ground up, it fit all of our needs, it fit all of our wants and that is pretty amazing.”

- Chad Skinner, IT Manager

phones within the city at one desk, transfer extensions easily and manage their system.

YipTel also met their redundancy goals and reliability objectives by providing the city and the police department with site survivability. It also delivered a new level of features and capabilities to their users, including the Client Desktop which delivers instant messaging, integrated soft phones, drag and drop transferring, live presence status, and mobile apps for a mobile workforce.

YipTel helped the city get a one plus solution and achieve the redundancy that they needed.



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