

Aastra Intecom's Unified Communication Solution Connects Alachua County

THE CHALLENGE

Alachua County takes pride in providing responsive, quality service to their citizens. In their quest to be an innovative and progressive leader in effective and efficient county services, they need a communications platform which will allow them to focus on what's important – performance, accessibility, productivity, and accountability. To get there, they must stay connected with their partners including multiple state and county agencies, numerous public and private organizations, and employees of Alachua County.

The Alachua County Government campus is comprised of 34 buildings, connected via a full-fiber network. Beyond their campus, the employees routinely travel statewide. With such a diverse and mobile workforce, the need to streamline communications was evident.

Alachua County wanted a tool that would deliver greater business connectivity and improved productivity via any-time, anywhere communication all while offering reduced costs and uncompromised security.

THE SOLUTION

Business Benefits

With the Aastra Intecom Unified Communication Platform™ (UCP), Alachua County can communicate from anywhere, at any time, using any device – voice, email, fax, text messaging, and instant messaging – creating an efficient communication network.

With UCP, users can now choose the most convenient way to access their messages using the most convenient tool at any given time. County employees are always available to their most important callers or can elect to instantly callback a contact that left a message. If a phone call isn't the best option at that moment, Instant Messaging can be used in the office or through a PDA. UCP helps employees prioritize their communications and manage message overload so they can be more productive.

"Unified Communication Platform is a true productivity tool," said Dave Kochert, Assistant Director of Information Telecommunications Services, Alachua County. "It signifi-



cantly enhances our day-to-day business productivity; our employees are more responsive to our internal and external customers because they're always connected."

Beyond Individual Productivity

Alachua County reports the benefits of UCP reach far beyond managing individual messages. In the case of the Emergency Operation Center, shift changes can be a source of significant productivity loss, but with the use of UCP, communicating from one shift to another has become easier and much more efficient. Forwarding, distributing and broadcasting messages have proven to be invaluable. Messages can be relayed instantly without the need to recap or paraphrase avoiding miscommunications in regards to vital information. The efficiencies continue to multiply as the tool is being utilized more frequently by more employees.

In addition to the obvious benefits of Unified Communication Platform, Alachua County has reported the Fax Mail and Fax Server benefit far exceeded their expectations. Incoming and outgoing faxes are integrated into the existing messaging system. Incoming faxes are stored

UCP Sizing for Alachua County

- 32 Lines Voicemail
- 200 Integrated Messaging
- 50 Unified Communication Licenses
- 6 Ports of Text-to-Speech (TTS)
- 4 Lines Inbound Fax
- 4 Lines Outbound Fax

electronically and forwarded to the proper person. With the sensitive material handled by a government agency, such as the County Health Department, confidentiality is not compromised and security and compliance guidelines are met.

Business Benefits

Unified Communication Platform offers cost savings benefits above and beyond those tied to workforce productivity. With UCP, Alachua County continues to reap the benefits of a reduction of message handling costs as everything is consolidated onto a single platform. In addition, Alachua County has experienced IT and Telecom management efficiencies associated with these forms of messaging.

Environmental Benefits to the County's Constituents

Beyond the productivity benefits, there's an environmental benefit worth mentioning. With UCP, the need for fax machines decreases. This alone saves the County money by reducing the amount of devices purchased and maintained, lower energy expenses, less toner used, and less paper wasted. Alachua County estimates the monthly savings in toner and paper alone exceeds \$700 per month. They also express much appreciation in the decrease in SPAM faxes.

Technical Benefits

Alachua County has an Aastra Intecom platform, but this is not a requirement to install UCP. Unified Communication Platform is a flexible solution that integrates with multiple PBX platforms providing full interoperability in a networked environment. In addition, the application is configured to emulate existing voice mail systems, an added convenience for the organizations already familiar with a particular voice mail interface. "Because of the the growing mobile and distributed workforce, the time is finally right for advanced message management tools," said Hugh Scholaert, President, Aastra Intecom. "Our Unified Communication Platform application is a logical extension of a customer's existing technology and it offers an efficient way for companies to communicate from anywhere, at any time, using any device."

By leveraging the IP network, Alachua County reaps the benefit of networking one application across the network, mobility because they have seamless access from anywhere using any device, and integration of media such as email, voice, fax and instant messaging.

BOTTOM LINE

By leveraging the power and reliability of Aastra Intecom's

Unified Communication Platform, Alachua County realizes greater productivity gains and decreased administrative costs by unifying all types of messages into one comprehensive and centrally managed tool.

UCP is the smart and cost-efficient way to increase communications and productivity through integration of presence management and messaging media. It works on your current network infrastructure.

The tool is fully expandable from the UCP Entry Edition package that provides basic voice mail and automated attendant to the feature-rich UCP Enterprise Edition, which enables management of fax, email and voice messages from a single source, including wireline and wireless devices.

Aastra Intecom delivered the total solution they were looking for, one that not only meets, but continues to surpass their expectations.

ALACHUA COUNTY, FL

Located in the North Central part of Florida, Alachua County is located 85 miles from the Georgia state line, 50 miles from the Gulf of Mexico, and 67 miles from the Atlantic Ocean. The county's geographic location offers visitors a comfortable year round climate, which makes it a haven for leisure travelers who wish to discover the beauty of a natural Florida. The county is well-known for its sports and recreational activities as well as the scenic beauty of the area's flora and fauna. The region's superlative cultural attractions, rich historical sites, and the engrossing programs offered year round at the University of Florida, offers a sophisticated experience to tourists and residents alike.

For more information, please visit www.co.alachua.fl.us

WHY AASTRA INTECOM?

As a global leader in mission-critical communications and as an award-winning PBX manufacturer, Aastra Intecom solutions are the right choice for a local government entity like Alachua County. Leveraging advanced and robust telephony features, government organizations like Alachua County can ensure reliable and efficient communications with the community it serves.