CHESAPEAKE TELEPHONE SYSTEMS

Harford Community College

"CTS designed an IP voice network that connects our campuses and gave us all of the communication tools on our wish list. We're very pleased to be working with a local technology partner we can count on..."

Pat Cecala, Telecom Manager
Harford Community College

Customer Highlights

- Community College, Bel Air, MD
- 4-year university partnerships
- Multi-site campus

Solution Overview

- Mitel MiVoice Business
- 700 IP and Digital phones
- Mitel Contact Center
- Mitel Call Recording
- Benbria Emergency Broadcast System
- Network Fax Servers

Key Advantages

- Multi-campus communications
- 4-digit dialing
- Online administration
- Improved call response
- Peace-of-mind service

Entrance exam

Founded in 1957, HCC occupies over 350 acres and has 21 buildings, totaling over 330,000 square feet. The College also has two off-campus buildings containing another 38,500 square feet. HCC serves over 9,000 credit students and over 11,000 students. When the school wanted to replace its aging phone systems, link its sites with expanded communication capabilities, and improve response to incoming calls, CTS aced all tests to become HCC's new technology partner.

Technology tutor

Chesapeake evaluated HCC's communications and network infrastructure before recommending the Mitel MiVoice Business platform to meet the school's requirement for multi-site connectivity. The capabilities of the IP voice network extended to Aberdeen, providing convenient four-digit dialing between all campus offices and locations. Complementing the phone system is Mitel Contact Center technology, which is essential to managing calls during peak periods, such as student registration. Contact management tools are coupled with desktop integration and Unified Messaging.

Making the grade

The Mitel system and phones are easy to manage through an online browser, providing access to the Bel Air and Aberdeen locations from a single interface, lowering administrative costs and increasing IT staff productivity. Mitel Call Recording and Accounting systems track all phone usage, helping HCC train staff and control telecom costs. An Emergency Broadcast Notification system keeps the campus community informed when it counts. Chesapeake's service agreement, local technical support, and extensive parts inventory provide peace of mind.

It's all academic

HCC has graduated to a new communication system that has the flexibility to keep pace with a growing community and student population. The new phone system is paying off with expanded capabilities and new management tools, making life easier for staff, school administrators, and the IT team. To the Chesapeake team that made it all possible, it's all academic…

CALL TODAY!

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