



Industry: Government

Installation: 15 ShoreGear Switches, 283 ShoreTel IP Phones and Analog Phones

Competition: Avaya

Date of Install: 2004



Challenge:

In early 2004, the Superior Court of California, County of Monterey was separating from the county to become its own entity as part of the Administrative Office of the Courts under the State of California. At this time, the Court began to look at new technologies and implement new processes in order to be self-sufficient. This included a search for a new telephone system to replace its previous Ericsson PBX-based system.

Solution:

After thoroughly reviewing its options, the court chose ShoreTel for a comprehensive solution, including ShoreGear voice switches and ShorePhone IP telephones.

Benefits:

- Improved internal communications and productivity.
- Faster and more efficient response times for citizens calling in with questions.
- Automated attendant and new Integrated Voice Response offloads calls from the main operator.
- A telephone system that returned the Court's investment within the very first year of implementation.

SUPERIOR COURT OF CALIFORNIA, COUNTY OF MONTEREY, MAKES THE SWITCH TO VOIP WITH SHORETEL

ShoreTel Reduces Costs, Improves Productivity and Customer Service, and Powers Integrated Voice Response System

In early 2004, the superior courts in California were separating to become their own entities, distinct from the counties. Because of this, the Superior Court of California, County of Monterey began to look at new technologies and implement new processes in order to be self-sufficient. This included a search for a new telephone system to replace the previous Ericsson PBX-based system used by the county.

“We needed to implement a phone system that would accommodate our evolving organizational needs as we separated from County support,” said Christine Ace, Technology Analyst for the Superior Court of California, County of Monterey. “The County's phone system was costly and could not cost effectively be molded to fit our evolving needs. We opted to steer our own ship and implement our own phone system. We knew we could save money and become more efficient by making a change.”

Court management sent out a request for proposals (RFP) to leading telephone vendors, looking closely at Voice over IP (VoIP) solutions. The choice came down to VoIP solutions from Avaya and ShoreTel. After researching capabilities on each system closely, seeing demonstrations, and talking to customer references, the Court chose ShoreTel. Ace cites as the top reasons that the Court chose ShoreTel were the ability to scale, the ability to easily implement call centers through the workgroup capabilities, cost for performance, and ease of implementation and management.

THE SWITCH

ShoreTel provided the Court with 15 ShoreGear-120/24 voice switches and 50 ShoreTel Polycom IP 100 telephones. The ShoreTel VoIP system allows the Court to utilize its existing analog phones until they need to be replaced with the feature-rich ShorePhones, as requirements dictate.

“We chose ShoreTel in part because of the system's ability to easily scale,” said Ace. “We weren't certain how large the phone system would eventually become, and we needed to make sure our growth could be accommodated. With ShoreTel, we're sure it will support our growth.”

The implementation plans met with the requirements of the Court, and the deployment went smoothly in April 2004. “We had time constraints put on us and if we didn't meet the deadline, we'd have to re-sign with the county for phone service,” said Ace. “ShoreTel was able to meet these timing conditions and we met all our deadlines.”



In addition to a seamless implementation, Ace estimates that the return on investment for the ShoreTel system was achieved in the very first year. “With the savings in maintenance and the productivity benefits to our operators and employees, this system paid for itself in just a year.”

SIMPLIFIED MANAGEMENT EASES BURDEN, REDUCES COSTS

ShoreTel's ShoreWare Director is a browser-based management interface that provides the court with easy access to the system from anywhere on the network. Through ShoreWare Director, a network administrator can manage every site, including voice mail, automated attendant and desktop applications. To add a new user, an administrator simply clicks a button and enters the user's name, and this automatically updates the centralized database and every voice switch. At the time the new user is added, a mailbox is automatically created, the automated attendant dial-by-name and number feature is updated, and online directories are revised. The entire process takes just a few seconds.

The automated attendant is a huge help in offloading the main operator, according to Ace. “We get between 5,000 and 7,000 calls per month, which used to have to go through the main number, which was distributed among numerous operators,” said Ace. “The number of calls has been significantly reduced because callers can choose specific options through the automated attendant. When a caller uses the menu and chooses a specific option, those calls no longer have to go through the operator. We've reduced calls into the operator and the process is streamlined for callers.”

In addition to the ease of implementation and adding new users, the ShoreTel system is simple and cost-effective to maintain. With ShoreTel, the Court does not need a dedicated phone system support team - their current team supports both the IT infrastructure and the phone system.

“The actual maintenance costs, without adding in employee and staff time, totaled over \$200,000 a year with the previous system,” said Ace. “With ShoreTel, maintenance costs have been reduced to less than one-eighth of that. With the ability to manage our own moves, adds, and changes, we're saving the money we used to pay a service provider plus the costs associated with employees' time.”

ENHANCED PRODUCTIVITY

The ShoreTel system provides court employees with powerful dialing as well as call and message management features. With ShoreTel AnyPhone, employees can move locations and assign their extensions so they do not miss any calls while they are working from a different office. The Court is also utilizing ShoreTel's Workgroups which enables the Court to consolidate all its inquiry calls to one number, and calls are routed to the next available call center staff member. The Court has specific Workgroups dedicated to incoming calls about such things as traffic citations and criminal trials. Workgroups also provide basic reporting capabilities to help the Court measure call volume and make work schedule changes as necessary. A

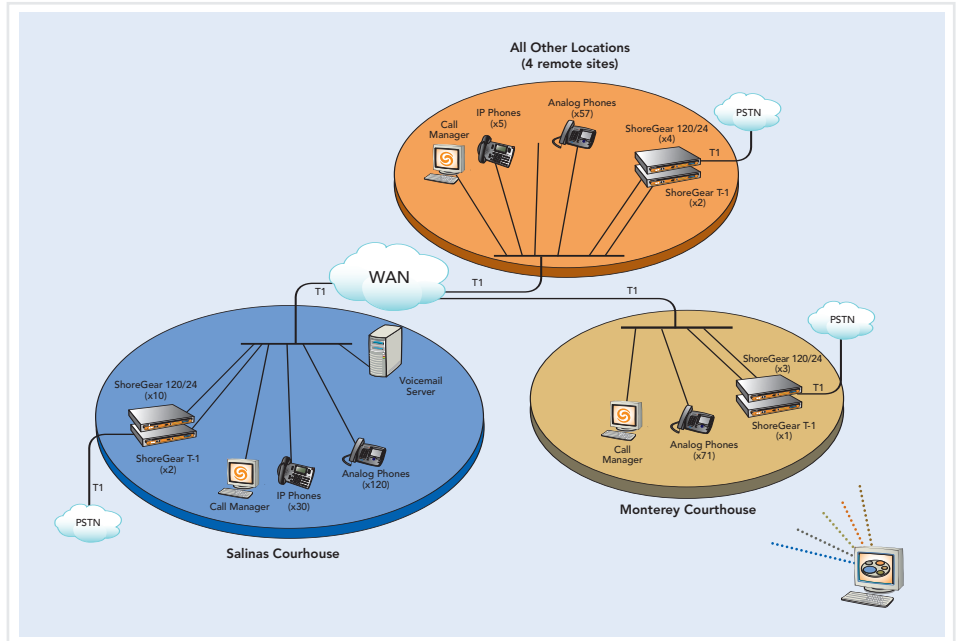
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Workgroup can have and advertise its own phone number so that citizens calling in for a specific purpose get right through to that department.

“We have employees who are specialized in some areas who take the calls related to their area of expertise,” said Ace. “With Workgroups, we’ve improved communications with the public and we’re handling their calls much more quickly and efficiently. Employees within each Workgroup can also collaborate with others to meet call demands even more efficiently.”



The Superior Court of Monterey County deployed ShoreTel to six locations with a mix of 283 ShoreTel IP phones and analog phones.

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With ShoreWare Personal Call Manager, employees can quickly type in a name, bring up a number, and make calls from local online directories - all with the click of a mouse, right from the desktop. With ShoreTel's e-mail integration, employees can also manage their e-mail and voice mail activity centrally and efficiently right from their desktop. Voice mail messages are stored in the industry-standard WAV Audio for Windows format, allowing users to play them on multimedia PCs, attach them to e-mail messages or embed them in other documents. The ability of the ShoreTel system to track phone calls, export and distribute original voice mail messages to one person or a group of people, and keep a running history of calls into each number is helpful in continually monitoring and improving customer service.

“Users have told me they cannot live without the ShoreTel phone system and they can't function if they don't have access to Personal Call Manager,” said Ace. “It was a seamless integration, training was easy, and employees quickly began utilizing the many features available on their phones. We've noticed improved internal communications. The ShoreTel system maintains all the names and phone numbers, which obsoletes the hard copy phone book which was difficult to keep up-to-date and often hard for people to find in their offices. This easy access to names and phone numbers has definitely enhanced productivity.”



“The ShoreTel system has gone a long way in shaping corporate culture. Employees are more productive, internal communications are improved, and we have enhanced our overall customer service. The savings in maintenance costs and the fact that we've already achieved a return on our investment are bonuses.”

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THE JURY IS IN

The Court worked closely with ShoreTel and its local reseller to implement an integrated voice response (IVR) system that allows jurors to call to check on their jury duty status. The IVR technology allows multiple users to call into the ShoreTel phone system and get individualized responses to specific questions. The system is tied into the Court's database and provides specific instructions to each caller. Jurors can call into the ShoreTel system for updates on whether they have been called for duty, if they must travel to the Court, or if they have been excused. The IVR system for jurors handles approximately 1,000 calls a month, offloading a huge portion of calls that used to come in through the main operator.

LOOKING FORWARD

The Court is looking forward to adding a fax server to its ShoreTel system, as well as a paging system. After the ease of integration with the IVR system for jurors, Ace is certain these new implementations will go smoothly and benefit the Court tremendously.

“The ShoreTel system has gone a long way in shaping our corporate culture,” said Ace. “Employees are more productive, internal communications are improved, and we have enhanced our overall customer service. The savings in maintenance cost and the fact that we've already achieved a return on our investment are bonuses.”