

SUCCESS STORY

PRODUCT: IPedge

INDUSTRY: Government

Marshall County Connects With Toshiba's IPedge

Toshiba's IPedge® IP business telephone system exceeded Marshall County's communications objectives, including improving communication, providing a reliable telephone solution, updating technology capabilities, and reducing costs. Bottom line benefits include:

- Saving \$30,000 per year by reducing toll costs and number of lines, as well as maintenance costs;
- Processing more than 3,000 calls per month;
- Networking eight locations together to share centralized applications with 165 users;
- Enabling the IT team to remotely self-administrate the systems;
- Providing Unified Messaging, which enables voice and fax messages to be sent to users' email boxes, saving time to view, save and share messages;
- Improving IT team communication with Call Manager UC and Unified Messaging applications; and
- Enabling mobility with Toshiba's IPMobility application so users can make and receive office calls on their mobile phones.

Toshiba Benefits

Benefit #1: Affordable, Richly Featured System

Toshiba's IPedge met Marshall County's need for an affordable, richly featured business telephone system. Toshiba's IPedge Net provides seamless networking between two IPedge systems, connecting all 165 users with shared telephony applications across eight buildings.

Benefit #2: Enterprise Manager Remote Administration

With Toshiba's browser-based Enterprise Manager, Marshall County's IT team can remotely make moves, adds, changes and global updates to all the IP telephones on the IPedge systems. When they need dealer assistance, it can be done quickly and easily using Enterprise Manager, reducing costs and eliminating wait times for a technician.

Benefit #3: Direct-extension Dialing, Elimination of 50+ Lines

With the networked IPedge systems and IP telephones, all 165 users can easily dial each other using their extensions. This enabled the elimination of more than 50 phone lines and cut long distance charges for calls between the County buildings.



Together, Steve Turner of Marshall County and Curtis Cantrell of Southeastern Telephone implemented Toshiba's IPedge business telephone system, which reduced the county's telecom costs by \$30,000 per year.

"Toshiba's IPedge IP business telephone system has exceeded our expectations by providing a reliable, feature-rich communication solution that helped us save more than \$30,000 annually," said Steve Turner, IT manager for Marshall County.

The Toshiba System: Toshiba's IPedge

Installed and serviced by Authorized Toshiba Dealer
Southeastern Telephone,
Marshall County's new business telephone solution consists of:

- Two IPedge EC IP business telephone systems, installed at two courthouses located in Guntersville and Albertville;
- IPedge Net to connect the two IPedge systems;
- IP Telephones at remote district shops networked to the IPedge systems;
- Connection of eight buildings across the county;
- 165 Toshiba IP desk telephones;
- Toshiba's Call Manager™ unified communications solution;
- Unified Messaging, delivering a single inbox for email, voice and fax messages;
- IPMobility for mobile integration with the IPedge systems; and
- Enterprise Manager for browser-based remote administration.



Steve Turner, IT manager for Marshall County, uses Toshiba's IPMobility to make and receive calls on his smartphone just as if he was at his desk phone.

ABOUT THE CUSTOMER : MARSHALL COUNTY, ALABAMA

Located in Northeastern Alabama, Marshall County (www.MarshallCo.org) was founded in 1836. It was named in honor of John Marshall, a well-known chief justice of the United States at the time. During the Civil War, Marshall County was the scene of several raids by Federal troops during which local Cherokees fought with General Andrew Jackson. Many of the towns in Marshall County descended from Cherokee and Creek Native American villages, including Guntersville, the county seat. Today, Marshall County is home to nearly 100,000 people.



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