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Toshiba's IPedge Business Telephone System Connects Jefferson Parish Human Services Authority With the Community

Toshiba Success Story

About Jefferson Parish Human Services Authority (JPHSA)

Serving New Orleans and surrounding cities, Jefferson Parish Human Services Authority (JPHSA — www.jphsa.org) provides management and direction of service provision to persons and families affected by mental illness, substance abuse and developmental disabilities.

With facilities in Westbank and Eastbank, Louisiana, JPHSA serves a population of nearly a half million people and focuses on maximizing opportunities for individuals and families affected by those conditions to achieve a better quality of life and to participate more fully within the community.

THE CHALLENGE

Reliability and Mobility in an Affordable, Networked IP System

JPHSA's network administrator Manh Nguyen identified the need for a business telephone system that would meet the organization's goal of improving service to its clients. Objectives included:

- Network the two locations, providing direct-extension dialing and redundancy for system failover;
- Enable Caller ID for all users;
- Utilize unified communications for appropriate employees;
- Deliver voice mail with unified messaging capabilities for all employees;
- Provide a robust auto attendant that empowers callers to quickly reach the right department, with an option for emergency calls;
- Provide Unified Call Distribution (UCD) to easily and equally allow staff to answer incoming calls; and
- Reduce overall communications costs.

Authorized Toshiba Dealer Preferred Data Voice Networks of Baton Rouge, Louisiana, installed and provides service and support for the system. Melissa Asevedo, vice president of operations for Preferred Data Voice Networks, recommended Toshiba's IPedge® IP business telephone system for its reliability and features. Preferred Data Voice Networks has been an Authorized Toshiba Dealer since 1982.

Industry: Government

Major Accomplishments:

- Delivered a reliable and durable business telephone system with IP phones for more than 200 users
- Networked systems over IP between two locations
- Improved communication between staff and clients
- Provided reliability to process more than 87,000 calls per month
- Reduced long-distance costs by \$19,000 per year



From left, Manh Nguyen of JPHSA, Melissa Asevedo of Preferred Data Voice Networks and Doug Littrell of Toshiba Telecom worked together to create an IPedge business telephone system that helped JPHSA cut costs and improve client service.

THE SOLUTION

Toshiba's IPedge Delivers High Reliability

Installed by Preferred Data Voice Networks, JPHSA's Toshiba business telephone system consists of:

- Two IPedge EC IP business telephone systems;
- IPedge Net to network the locations together;
- Redundancy between the two systems for failover protection;
- 46 trunk licenses for two PRLs coming in via the Adtran Gateway, per site;
- Overhead paging for the Westbank location;
- Toshiba IP telephones for more than 200 users, 100+ per location;
- Call Manager unified communications client;
- Unified Messaging, enabling users to receive voice messages and faxes in their email inboxes;
- Enterprise Manager for remote system administration of both locations; and
- Centralized voice mail and auto attendant, which gives callers more options to reach the right person, including an emergency option.

Result #1: Improved Internal and External Communication

With the IPedge systems, JPHSA has improved both internal and external communications. By networking the two offices, employees can easily connect with each other using direct-extension dialing. The system's robust auto attendant helps callers quickly reach the right department. The UCD feature evenly distributes incoming calls to staff members.

Result #2: Virtually Unbeatable Reliability

Toshiba met JPHSA's need for high reliability. The IPedge systems process more than 87,000 monthly calls for the two locations and deliver virtually unbeatable reliability, which empowers staffers to communicate more effectively with clients, clients' families, the community and each other.

Result #3: Reduced Communication Costs by \$19,000

By moving to Voice over IP, JPHSA eliminated expensive POTS lines and reduced costs by more than \$19,000 annually. In addition, new capabilities, including unified messaging, unified communications, auto attendant, direct-extension dialing, Caller ID and more, has helped increase staff efficiency, resulting in improved client service.

BOTTOM LINE

Toshiba's IPedge Systems Deliver Reliability, Cut Costs and Improve Client Service

Toshiba's IPedge Voice over IP telephone systems have met JPHSA's communications objectives, including:

- Cost savings of more than \$19,000 annually;
- Virtually unbeatable reliability of Toshiba's IPedge systems;
- Networking of two locations via IPedge Net;
- Presence Management for all phones at either location using Call Manager desktop software;
- Paging to call users to parked calls or to waiting rooms;
- Centralized applications across all locations, including voice mail, auto attendant and remote administration;
- Reduced costs with IP phones that can be moved by simply plugging into another network jack without requiring system programming or a technician;
- Improved client service through a more robust auto attendant, including emergency connections; and
- The ability to grow and migrate to new communication technologies in the future.



From left, Melissa Asevedo of Preferred Data Voice Networks, Doug Littrell of Toshiba Telecom and Manh Nguyen of JPHSA with the sleek, red Toshiba IPedge business telephone system.

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