



Municipality elects Global Enterprise Technology and Cisco to revamp communications

Customer Profile

The City of Danville, Illinois, employs approximately 350 public servants who work to keep the East Central Illinois town a great place to call home for nearly 34,000 citizens.



Situation

Incorporated in 1874, the City of Danville, Illinois, is rich in heritage yet committed to the future. Keeping the municipality from its full potential was a 15-year-old PBX system and an antiquated data infrastructure that restricted its communications and threatened to hinder citizen service.

Beyond costly, ongoing maintenance fees for each of its phone lines, the system hindered City administrators from configuring to individual department and user needs, and was growing increasingly unreliable.

“Our system’s limitations were beginning to limit us as a municipality,” explains Teresa L. Winn, chief information officer, City of Danville. “We were hampered by a lack of reliability and had to contract a vendor for even the most simple administration requirements and repairs. It was time to move on.”

Danville selected Cherry Valley, Illinois-headquartered Global Enterprise Technologies, Inc., (GET) to implement a Cisco voice and network solution for nearly 12 City buildings including City Hall, Public Works, Police & Fire, Mass Transit, and the Park District. Founded in 1994, the Cisco Silver Certified Partner has three additional Midwest offices and approximately 20 employees.

Solution

GET began the implementation in April 2007 in the network core, installing Cisco Catalyst 3560 and 3750 Series switches. The Power over Ethernet (PoE) devices enable the deployment of new applications such as IP telephony, wireless access, and video surveillance.

GET then deployed Cisco’s Unified Communications. The advanced solution seamlessly integrates voice, data, and video networks onto one platform, enabling more effective communication and collaboration. To that, GET added Cisco Unified Communications Manager, the powerful call-processing solution that provides advanced voice, video, mobility, and presence services. It followed by implementing Cisco Unity, an enterprise-ready voice and unified messaging platform that enables users to access e-mail, voice, and fax messages from a single inbox anytime, anywhere, and on any device.

Bringing the solution to City workers, GET installed 150 Cisco Unified 7900 Series IP Phones that improve productivity by giving employees voice and data communications wherever they go.

Finally, GET implemented a robust Cisco wireless infrastructure in several City buildings, enabling users to connect via phone and laptop anywhere on City campuses.

Results

Following a smooth implementation, the City of Danville is experiencing the many advantages of its new GET-installed Cisco solution.

“We’re doing things now we could only dream of before,” says City of Danville Mayor, Scott Eisenhauer. “We easily configure the system to each department’s specific needs, track calls, and integrate our phone and email system so we receive voicemail as an email on our mobile devices.

“Even simple tasks like transferring calls, holding conference calls, caller ID, and directory dialing right from our phones add up to huge productivity and efficiency gains. And in terms of time and cost savings, we no longer rely on vendors for simple moves, adds, and changes. Instead, workers simply plug in their phones in any of our equipped buildings and it’s as if they never left their desk. It’s greatly improved the way we work and how we serve our citizens.”

“GET and Cisco delivered on our expectations and I’ve already recommended them to other governmental entities and businesses in the community. We plan to continue our relationship as the City’s needs grow and evolve.”

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