

# Tech Electronics Provides VoIP Solution for the City of Springfield

## Customer:

City of Springfield

## Solution:

Mitel Virtual MiVoice Business VoIP with multiple supporting applications

## Overview:

The City of Springfield partnered with Tech Electronics to implement a state-of-the-art communications system to significantly reduce operating costs, implement staff efficiency, and enhance their ability to service the public.



The City of Springfield, located in Southwest Missouri was operating on an outsourced legacy phone system. They knew they needed to implement an in-house solution. The new system would provide seamless service across all locations, improve interaction between city employees and the public and be maintained by the City. The new system would provide the ability for automatic failover in the event of a fault or communications disruption – all while ensuring data and information met strict privacy and protection requirements.

## Solution

After reviewing multiple manufacturer and system offerings, the City of Springfield chose industry leading Mitel, influenced largely because the system provided the ability to virtualized unified communications and collaboration with a broad offering of configurations. Through a bid process, Tech Electronics was chosen. The decision was based on cost, innovative system design, and the opportunity to work with a local company capable of supporting the needs of the City.

The City is now equipped with the latest communication technology solutions:

- **Mitel Virtual MiVoice Business** – IP Telephony
- **Mitel Virtual MiCollab Server** – providing MiCollab desktop clients, Nupoint voice mail, and Audio/Web/Video Conferencing
- **Mitel MiContact Center Management** – with MiRecord capabilities
- **Mitel MiVoice Business Gateways** – this supports 120 SIP trunks terminating at four separate locations
- **Active Directory Integration** – allows access to Single Point Provisioning

## Feedback

“Tech Electronics has proven to be a valuable partner. The Tech team understood our needs and worked easily with our staff to implement the solution we asked for. They really became an extension of our own team. Tech brought their knowledge of Mitel technology and worked side-by-side with us to implement the new VOIP phone system on the City’s existing network infrastructure.”

*Jeff Coiner, City of Springfield  
Director of Information Systems*

## Customer Background

The City of Springfield services a population of approximately 165,000 residents, providing a multitude of services ranging from road maintenance, to operating the Springfield-Branson Regional Airport, to managing over 100 parks. Public safety is protected through their Fire and Police Departments, Emergency Management, Health Department, and Animal Control. The City operates under the council-manager form of government which combines the policy leadership of elected officials in the form of a city council, with the managerial expertise of an appointed city manager.

## About Tech Electronics

Tech Electronics of Springfield is a technology services organization that enables modern businesses to operate safely and productively. Tech Electronics designs, installs and maintains a variety of technology solutions for institutions and organizations in the government, health care, education and business markets. The company specializes in Voice & Data Systems; Fire & Life Safety; Security Systems; IT Professional Services; and more. For more information visit [www.techelectronics.com](http://www.techelectronics.com) or call Tech Electronics at 417.869.0779.