

Mitel Proves Itself Under the Harshest of Circumstances

CUSTOMER NEEDS

- Easy-to-use, reliable system
- Communication system with the ability to withstand hurricanes and other natural disasters
- Cost savings

SOLUTION COMPONENTS

- Mitel 3300 IP Communications Platform (ICP) with embedded voice mail

RESULTS

- Upgrade to IP-based system
- Messages being retrieved and returned quickly
- Easier for residents to reach municipal government
- Communications stayed open during Hurricane Wilma



Key West City, or simply Key West as it's known, deals with some unique problems that most other U.S. cities never have to worry about. As the southern-most point in the continental United States, the government and residents of Key West must deal with hurricanes on a fairly regular basis. A small island linked to the mainland by the Seven-Mile Bridge, Key West feels the wrath of deadly storms first. It is during the hurricane season, from June 1 to October 31, that Key West needs reliable communications for residents who may need 911 or who may wish to find family members or be told where shelter can be found.

With the 2006 hurricane season just underway, Key West information technology manager Patti McLauchlin recalled how in the midst of the destruction and chaos brought on by Hurricane Wilma, a late storm that crashed ashore October 24, 2005, the city's network of highly resilient Mitel® 3300 IP Communications Platforms (ICP) distributed across key locations never faltered.

"City emergency crews responded to the calls of more than 100 residents who reached out to a dedicated emergency phone line for help," said McLauchlin. "Although the system had been installed only a few months earlier, it came through with flying colors."

Mitel is prepared for weather disasters, but we also know that a pandemic, such as the avian flu, could halt business continuity if people are not prepared for it. If a large segment of a company's workforce is home sick, how can business continuity be attained? What would merchants do, for example, if people were afraid to go to malls, where germs could be spread so easily? Like Key West, they need to consider a plan of action now, in order to keep functioning later. That's why more and more businesses are migrating to Mitel's business continuity platforms and solutions such as the Mitel Teleworker Solution and Mitel Your Assistant™.



Customer Experience

→ Key West City

ABOUT KEY WEST CITY

Location: Southern tip of the Florida Keys, 90 miles north of Cuba, 150 miles south of Miami

Population: Over 25,000

Website: www.keywestcity.com

“When you’re standing in the street and the water comes up to your ankles, then your knees, you know you’re in some real trouble, but the Mitel IP system gave our residents the ability to phone us for information or to request help even under the most trying of conditions.”

– Patti McLaughlin,
Key West City, IT manager,
upon returning to her home eight months after Hurricane Wilma – and just in time for the 2006 hurricane season.

Mitel’s resilient 3300 ICP ensures reliable communications when PBX-based lines are out of order. Highly scalable, it provides robust call control, extensive features and supports a wide range of innovative desktop devices and applications for medium-to-large enterprises. The 3300 ICP is an integral element of the Mitel Networked Business portfolio of products that facilitate business-wide communication and collaboration, enhance workforce mobility and extend enterprise connectivity.

The Teleworker Solution is for companies looking to cost-effectively optimize productivity. Mitel teleworking solutions provide employees with “plug-and-work” access to the corporate voice and data network from home or on the road, seamlessly retaining all of the features and functionality enjoyed at the office.

Imagine controlling a telephone or conference call using simple drag-and-drop commands. Or having presence and availability capabilities to understand if someone is at their desk, on the phone or available for a secure chat. The Your Assistant desktop application is an advanced productivity tool that is redefining real-time communications within the enterprise.

Mitel’s Emergency Response Advisor is a complete, fully integrated and modular platform equipped with the vital services and data necessary to accurately dispatch emergency services to the exact location where an E-911 call originates. Mitel IP communications platforms combined with the company’s Public Safety and Emergency Preparedness solutions deliver a powerful end-to-end emergency call handling solution.

For retailers who could experience an enormous drop-off in sales because of illness, the Internet may be the only way to sell merchandise to customers too sick to go to the store or too afraid to venture outside. Mitel’s IP-based communication platforms, applications and solutions could mean the difference between business continuity and business failure.

www.mitel.com



North America
Tel: (613) 592 2122
Fax: 1 800 648 3579

Benelux
Tel: +31 (0)30 85 00 030
Fax: +31 (0)30 85 00 031

Middle East
Tel: +971 4 3916721
Fax: +971 4 3915288

Latin America
Tel: (613) 592 2122
Fax: 1 800 648 3579

Italy
Tel: +39 02 2130231
Fax: +39 02 21302333

South Africa
Tel: +27 82 559 8688
Fax: +27 11 784 6916

UK
Tel: +44 (0)1291 430000
Fax: +44 (0)1291 430400

Germany, Switzerland, Austria
Tel: +49 (0)211 5206480
Fax: +49 (0)211 52064899

Asia-Pacific
Tel: +852 2508 9780
Fax: +852 2508 9232

France
Tel: +33 (0)1 61 37 00 90
Fax: +33 (0)1 61 37 00 99

Portugal and Spain
Tel: +34 91 490 5300
Fax: +34 91 490 5301

South Pacific
Tel: +61 2 9023 9500
Fax: +61 2 9023 9501

THIS DOCUMENT IS PROVIDED TO YOU FOR INFORMATIONAL PURPOSES ONLY. The information furnished in this document, believed by Mitel to be accurate as of the date of its publication, is subject to change without notice. Mitel assumes no responsibility for any errors or omissions in this document and shall have no obligation to you as a result of having made this document available to you or based upon the information it contains.

M MITEL (design) is a registered trademark of Mitel Networks Corporation. All other products and services are the registered trademarks of their respective holders.

© Copyright 2006, Mitel Networks Corporation. All Rights Reserved.

GD 11341 PN 51010536RA-EN