

Pest Control Provider Seeks IP Future with Mitel and ProCurve Networking by HP

CUSTOMER'S NEEDS

- New phone system to integrate with caller information database
- Easy-to-use and cost-effective phone system
- Employee voice mail, auto attendant and conference phone features

SOLUTION COMPONENTS

- Mitel 3300 Integrated Communications Platform
- Mitel 5220 IP Phones with Mitel IP Programmable Key Modules
- Mitel 5310 IP Conference Unit
- ProCurve Networking by HP Switch 2626-PWR
- ProCurve Networking by HP Switch 2512

RESULTS

- Up and running with new IP-based phone system within three weeks of purchase
- Seamlessly cut-over from analog to IP literally overnight
- Integration of phone system with caller database
- End-to-end quality of service, security, management and provisioning



Being one of the largest of over 100 agencies responsible for protecting Californians' health from potentially disease-transmitting vectors such as rats, flies and mosquitoes, Orange County Vector Control District (OCVCD) fields hundreds of calls each day. About 35 per cent of those are from repeat callers with ongoing or recurring vector problems or questions.

Just a month before OCVCD's lease on its old analog phone system was about to expire, Michael Hearst became the district's Director of Communications. Hearst's vision for OCVCD's communications wasn't compatible with the limitations of an analog system. "We wanted to integrate all of our communications and it became apparent that VoIP was the way to go," he says.

But time was running out. In just one month, the lease for the old system would roll over for another year and create a setback in the district's new communications strategy under Hearst. After an accelerated but thorough process of researching the options, OCVCD chose an IP-based phone system from Mitel® and networking gear from ProCurve Networking by HP.

Primary Link to the Public

With about 50 full-time staff and another 50 part-time staff during the summer season, OCVCD is a busy agency. In fact, it recently received additional funding from state property owners eager to maintain and expand the district's vector control services.

OCVCD requires about 60 telephones for office staff, field supervisors and those working in the district's lab. Three staff members answer the phones all day, fielding calls from citizens with problems or questions.



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Customer Experience

→ Orange County Vector Control District

ABOUT ORANGE COUNTY VECTOR CONTROL DISTRICT

Type: Countywide agency protecting public health through the control of rats, flies, mosquitoes, fire ants and other vector-related problems

Location: Garden Grove, California

Employees: 50 full-time plus approximately 50 seasonal part-time

Facilities: Office building and laboratory

Website: www.ocvcd.org

"We wanted to integrate all of our communications and it became apparent that VoIP was the way to go. Of the solutions we considered, Mitel was most advanced in its development of IP-based technology, and they were an exceptionally responsive provider."

– Michael Hearst, Director of Communications, Orange County Vector Control District

"The phone is critical in this business," Hearst notes, as it provides the vital two-way communication that citizens need when they encounter a vector problem. The combined solution from Mitel and ProCurve Networking by HP gave OCVCD the end-to-end converged networking capabilities it required along with the simplicity of working with a single solution provider who managed all aspects of the convergence project.

Hearst had the OCVCD data network upgraded to a new HP Ethernet backbone, and the Mitel VoIP system will share this network with the district's new database. This integration will enable a whole new range of efficiencies in the district's operations. For example, call-takers will be able to immediately see whether an incoming call is from a repeat caller, and if so, the system will automatically retrieve data about that citizen's previous calls and display it on the call-taker's computer screen.

"The big breakdown in efficiency comes when we take a phone call, then have to type the information into our database, or look up past caller information in that database," Hearst explains. "Our vision is to integrate incoming calls with our database, so that a call will trigger automatic data retrieval. With Mitel, that vision is possible."

A Seamless Link to the Future

While OCVCD develops its database, employees are already enjoying features of the new phone system, such as call forwarding. "When I leave the office, I have calls forwarded to my cell phone," Hearst explains by way of example. "This is very convenient for me. If an issue comes up and the media needs to talk to me, then I'm reachable."

The district also has easy-to-use telephone conferencing and uses the built-in auto-attendant to route calls, as well as to provide informative messages to callers during holidays, on weekends or in emergencies.

OCVCD found that, "Of the solutions we considered, Mitel was most advanced in its development of IP-based technology," says Hearst. "Mitel had already made the shift to IP."

Just as important was the ability to deliver and install the new converged solution very quickly. The existing relationship with ProCurve Networking by HP meant the OCVCD transition to VoIP was smooth. Hearst notes. "I don't think any other provider could have put the program together so quickly. One evening we had an analog phone system, and literally the next morning we had an IP system. It was seamless."

What is a Vector?

According to the OCVCD website, a vector is any insect or arthropod, rodent, or other animal of public health significance capable of harboring or transmitting disease to humans.

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