EASTERN DATACOMM

Eastern DataComm helped Brooklyn Public Library replace 60 legacy phone systems with the Mitel Unified Communications platform, reducing costs, simplifying administration, and bringing much-needed functionality that can grow and scale as the needs of the library evolve.

BROOKLYN
Public Library

Brooklyn Public Library is an independent system, separate from the New York City and Queens libraries. The Central Library, Business & Career Library, and 58 neighborhood libraries serve 2.5 million residents and offer millions of books, thousands of public programs, and the use of more than 1,100 free internet-accessible computers.

The Challenge

Brooklyn Public Library was dealing with a myriad of challenges related to its telecommunications system and reached out to Eastern DataComm for support.

60 Legacy Phone Systems With Limited Support And Features

The library had 60 separate phone systems and most were no longer supported by the manufacturer. Limited features made it impossible to transfer calls between branches.

Aging Phones With An Overly Complicated Voicemail System

The existing systems were managed separately using dial-up connections. The multitude of separate voicemail systems made administration overly complicated.

Reliance On Multiple Vendors For Even Simple Tasks And Adjustments

The organization was reliant on previous vendors for even the simplest of tasks. Without integration, the systems could not adjust to the library's evolving needs.

An Eastern DataComm Success Story:

Brooklyn Public Library

The Central Library, Business & Career Library, and 58 neighborhood libraries

Residents Served: 2.5 million

Provides: Millions of books, thousands of public programs, and over 1,000 internet-accessible computers
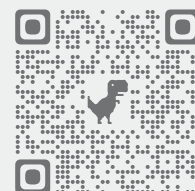
Challenges

📞 60 legacy phone systems with limited support and features

💬 Aging phones with an overly complicated voicemail system

👥 Reliance on multiple vendors for even simple tasks and adjustments, resulting in costly delays

To read the additional details of this case study, scan this QR Code.

The Eastern DataComm Solution

Eastern DataComm provided a solution that not only replaced 60 legacy phone systems, but the team also delivered a smooth rollout. The outcome resulted in an ongoing telecommunications partnership serving the needs of the library where the Eastern DataComm team continues to refine and adjust the system as needs change.

Unified Platform Offers Key Features And Eliminates Unneeded Phone Lines For Additional Cost Savings

The cutting-edge VoIP solution from Mitel provides a unified platform for the library's 60 locations, with extension dialing and call transfer capabilities throughout the organization. Eastern DataComm's strategy also eliminated unneeded phone lines and local toll charges for branch-to-branch calls, which resulted in immediate cost savings.

Upgraded Voicemail System Offers Ease Of Use

The easy-to-use interface eliminates voicemail administration headaches like having to re-record messages repeatedly, and addresses voicemail access for traveling staff.

Project Management Expertise And A Partner To Support Evolving Needs

The combination of Eastern DataComm's experience and project management expertise, along with the industry-leading Mitel phone system solution, ensured not only a smooth rollout with the flexibility to adjust the implementation plan as older equipment failed, but also delivered the functionality to support the library's changing needs.

Solution at-a-Glance

The Mitel Communicator software makes it easy to administer the system, record greetings, and much more, all from a single graphical interface

The new system gives users all the latest communications features and provides one platform uniting all 60 locations

With the updated technology, it is possible to transfer calls between branches

Mobility routers allow for phone system access via cell phone for traveling executives

Resolve Your Communication And Security Challenges With Eastern DataComm

If your municipality, business, or school district is encountering challenges like the ones that Brooklyn Public Library faced, contact Eastern DataComm for a complimentary Communications Consultation.

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