

Community Based Organization - Multi Location Case Study

Historic Manassas Inc. - Falcon client since 1995

Historic Manassas, Inc. (HMI) has been servicing Old Town Manassas since 1984. Running a visitor center, a farmers market, providing assistance with economic development as well as overseeing 5 major events a year, HMI was forced to expand but their current facility was limited on space. Being forced to move their administrative offices to a new location on Main Street, provided a new list of challenges that they were unsure how to handle. Remote workers, seamlessness to their customers and visitors to the city, along with good communication with the staff, were critical parts of any solution they wanted to deploy. Working alongside their IT vendor Matrix Group, Falcon was able to design a solution that not only met their needs, but enhanced the ability to perform. The cost of a dedicated wide area network (WAN) was prohibitive to HMI, so they had to find a way to utilize the public internet for connectivity between the offices, while maintaining the highest level of customer services possible.

Challenges:

- Operating two facilities
- No centralized Voice Mail Platform for the offices
- No standardization of equipment or installation in the remote office
- Inability to transfer calls between all of the office and the visitor center
- Inability to answer calls from any single location
- No disaster recovery plan for their telephone calls if the system failed
- Limited capability and inadequate security of existing wide area network
- No Standardization of internet providers, telecom providers or equipment
- Wanted to work with one vendor if at all possible

Solutions:

- Hosted VOIP solution with Panterra®
- Wide Area Networking of the offices through the public internet
- Connectivity Type for Data – Cavalier® 3 MB Ethernet for both locations
- Connectivity Type for Voice – Not required
- Telecom Equipment – Polycom® SIP based telephones with D-Link® switches and routers
- Roll out – 45 days

Benefits:

- Zero cost to call between offices, unlimited local built in the monthly cost
- More efficient use of their existing data network
- Better staff communication with IM and built in audio conferencing
- Centralized answer position/receptionist if needed
- Engineered disaster recovery
- Rapid and cost effective deployment
- Fixed Monthly Cost
- Seamless deployment for staff volunteers



FalconTM
communications solutions, inc.

Visitor Center

matrix
computer consulting

Main

Public Internet

