



# Consolidating A Public Water Supply Company's System into Advanced Unified Communications Technology

## Case Study

Public Water Supply Company  
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### Summary

New Era Technology and a Public Water Supply Company have had a long-term relationship for over ten years as New Era was the integrator to upgrade and migrate six phone systems throughout the state of Connecticut. Over the past two years, New Era has been working with the company to migrate from their existing Avaya CM at their Corporate headquarters to a new Avaya IP office. The customer selected New Era Technology to replace the headquarters' systems due to the deep partnership and trust built supporting the company's other locations.

### Challenge

Create an integrated communications system to drive effective collaboration, offer a more flexible working environment, improve the customer experience, and reduce operating expenses.

### Solution

New Era Technology served as a trusted adviser by replacing the headquarters' aging phone system with an Avaya IP Office Server Edition Solution. The design included redundant servers, PRI, SIP, and analog trunking, with 400 phones and Power users.

## Process

The Public Water Supply Company's vision was to consolidate existing systems into the most advanced Unified Communications technology. The primary intent was to create an integrated communications system to drive effective collaboration, offer a more flexible working environment, improve the customer experience, and reduce operating expenses. Initially a six-week installation timeframe, the customer requested additional time to provide proper end-user communication regarding the system change. End-users adopted a hybrid model of work due to COVID-19 restrictions, and the expansion to 10 weeks helped ensure little to no impact for the end-user community.

New Era Technology's team replaced the headquarters' current Avaya CM system with an Avaya IP Office Server Edition Solution. The design included redundant servers, PRI, SIP, and analog trunking, with 400 phones and Power users.

COVID-19 restrictions presented challenges with data collection and access to the end-user community. However, New Era's team retrieved system data for all locations and provided the information to the client, saving them numerous hours of analysis. The data collected was used to scrub data, allowing the customer to install only what was required, ultimately saving additional costs. This allowed for minimal service interruption during the conversion through installing new cabling and all Avaya components (minus telephones) prior to the cutover date.

## Outcome

A primary benefit to the solution provided was the reduction in total cost of ownership. The new design, which included more advanced and efficient technology, significantly reduced the client's operating support costs by nearly 80%. Additionally, improved communications and collaboration drove an enhanced employee and customer experience. Creating a state-of-the-art technology communications platform offered significant advantages regarding the integration of applications and reduced expenditures for future upgrades and migrations.

### Want to learn more about this project or solution?

For more information, call us at 877-696-7720 or send an email to [solutions@neweratech.com](mailto:solutions@neweratech.com).