

# SUCCESS

## technology@work

Providing Revolutionary IT and Supply Chain Solutions

*This deployment has been one of the best and smoothest project rollouts I've been associated with.*

**Jeremy Goodwin**  
IT Director  
Gila County, Arizona

### **Business Challenge**

Gila County, Arizona was looking for a way to create an efficient phone/data network bridging 12 office locations and two clusters of population 80 miles apart.

### **Technology Solution**

World Wide Technology designed and deployed a Cisco IP Communications solution to support all phone traffic between the County offices.

### **Payoff**

With the new IP phone system, Gila County will save \$13k - \$25k per month in long distance phone charges.

## **World Wide Technology Deploys IP Communications System for Arizona County**

Arizona's Gila County can be found roughly 60 miles west of Phoenix. This rugged and rural county is home to 55,000 citizens who receive basic county government services from 500 county employees working out of 12 offices in diverse locations. The rural landscape of Gila County holds two clusters of population about 80 miles apart. This distance created a 'phone ladder' right down the middle of the county, meaning long distance charges often applied between citizens and the county workers trying to help them, and when the county offices called each other.

Cisco Gold Certified Partner World Wide Technology helped Gila County realize tremendous long distance savings and improved communications by upgrading the county's network, and designing and deploying a Cisco IP Communications solution. With careful planning, World Wide Technology helped Gila County scrap 11 separate phone systems and deployed a countywide Cisco IP solution that pays for itself.

Jeremy Goodwin, IT Director for Gila County, reports that the actual deployment was one of the best and smoothest project rollouts he's been associated with. And while Goodwin and the IT department enjoy the centralized administration and huge dollar savings, county employees are reaching associates 80 miles away with just a four-digit extension and no long distance charges. County citizens can call a local office and be seamlessly transferred to another county office. And since Gila County business often is tied into Phoenix, those toll charges are eliminated and the county departments feel more unified with departments located in the state capital.

As county employees gain confidence with the IP phone system, they are using other benefits such as video conferencing. The health and emergency services departments are exploring applications that will enable them to broadcast messages over the IP phone screens.

### **At a Glance**

- Twelve County offices connected through IP network
- Twelve separate phone systems consolidated into a single IP phone system
- Cisco repurchased old equipment via 'Cisco Great Exchange'
- Savings of \$13k - \$25k per month in long distance phone charges

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