



CITELink Gateways Take the Migraine out of VoIP Migration

Mohave Mental Health Clinic, Inc. (Mohave) is a private, non-profit community mental health center that serves Mohave County, Arizona, including the cities of Kingman and Bullhead and Lake Havasu City along the Colorado River. The clinic's primary mission is to provide emergency mental health services and ongoing care and treatment to eligible members in the community, and does so through a diverse range of support programs for children and families, the seriously mentally ill, and substance abusing adults and individuals requiring crisis support. The clinic also operates the only inpatient psychiatric facility in the county, providing a secure environment for those in severe mental health crisis or having other behavioral health problems that can't be resolved in the residential programs or on an outpatient basis that does not require hospitalization.

Growing Pains

With its services in increasing demand, Mohave found itself in need of more space to accommodate its growing staff of psychiatrists, social workers, therapists, and case managers. In addition, the clinic had outgrown the aging Nortel Norstar telephone system that served the communications needs of the staff, and it was starting to deteriorate. According to Jeff Oelke, Mohave's information systems and support services manager, "Due to space issues, we had to keep moving people around in the building, which forced me to pull out wires on the system and re-punch them down."

Compounding the issue for Mohave was the increasing cost of maintaining the Norstar system, which was no longer under warranty. Oelke and his team discovered that they were requiring at least 30 service calls a month. At a cost of \$80 per service call, Mohave was spending over \$2,400 per month to maintain a telephone system that needed replacement.

When the clinic's team planned to move into a new building built specifically for its use, the decision regarding what to do with the aging telephone system came easily. According to Oelke, "We knew we didn't want to simply move the old system over and continue with the problems that we had already experienced. Therefore, we took the opportunity to look for something new that would grow with us and provide new features and functionality to support that growth in the process. We could have expanded the Norstar system by adding additional line and trunk modules, however, due to the age of the system, there were concerns regarding the reliability of moving it."



"In less than 36 hours, the 3300 CITELink Gateways and our four remote sites were seamlessly linked to the host Mitel 3300 ICP system. All telephones (traditional and new IP handsets) worked as IP units, and in three hours we had adequately trained the entire staff," reports Jeff Oelke.

Company: Mohave Mental Health, Inc.

Industry: Healthcare

Founded: 1986

Location: Kingman, AZ

Employees: 300

Customer Opportunity: Expansion opportunity for next-generation, IP-based communications system that leverages existing telephone handset equipment.

Customer Value: Increased reliability and cost savings, automated attendant, telephone directory, Web-based system administration, ability to page and call employees in the field, and transparent and seamless system migration.

Solutions: 3300 CITELink™ Gateways and Mitel Networks 3300 Integrated Communications Platform (ICP)

Reseller: Frontier Communications

United States
1 877 248 3587

United Kingdom
+44 (0) 115 940 5444

Email:
sales@citel.com

www.citel.com



Citel and Mitel Spells Relief

Together with Frontier Communications, Mohave's team chose to install a Mitel 3300 Integrated Communications Platform (ICP) in its new building, along with four 3300 CITElink Gateways that enabled them to reuse their 85 Norstar telephones with Mitel's new IP-based system. In addition, Mohave's team purchased two new Mitel operator consoles, as well as a number of new Mitel IP telephones for staff use.

The 3300 CITElink Gateway, (jointly developed by Citel Technologies and Mitel Networks), is a 24-port gateway that integrates with Mitel Networks 3300 ICP to allow Nortel Networks' Norstar telephones to seamlessly operate like Mitel's IP telephones. Once connected to the CITElink Gateway, Norstar telephones have access to the IP feature set delivered by Mitel's 3300 ICP, with no telephone rewiring required. The 3300 ICP is a robust, feature-rich enterprise IP platform that is delivering the benefits of convergence to companies and organizations across market sectors and around the globe. Supporting the industry's richest IP telephony feature set, the 3300 ICP and CITElink Gateway gives enterprise users access to advanced converged applications for messaging, collaboration, teleworking, device integration, contact centers, mobility and more.

The 3300 CITElink Gateway enables business telephone customers to retain and reuse their Nortel Norstar telephones with Mitel's new IP-based system.

At Mohave's new building, the Frontier Communications' team simply installed the CITElink Gateway along with the 3300 ICP, updated the function key labels on the Norstar telephones, and allowed the clinic's employees to immediately start taking advantage of their new IP environment.

"Several concerns arose when considering whether to purchase a new telephone system," commented Oelke. "We questioned how, or if, the new equipment would integrate into our network; if our existing Nortel telephones would work; and we imagined weeks invested in training our staff in its use. All concerns were quickly put to rest. In less than 36 hours, the 3300 CITElink Gateways and our four remote sites were seamlessly linked to the host Mitel 3300 ICP system. All telephones (traditional and new IP handsets) worked as IP units, and in three hours we had adequately trained the entire staff," reports Oelke. "We were so impressed with the ease of implementation, we are planning replacements at each of our remote sites by years' end."

More Features Enhance User Productivity and Efficiency

The net results for Mohave included new IP functionality for their existing, traditional Norstar telephones and expansion capabilities far beyond the limits of their old system. With the use of the 3300 CITElink Gateways, there was no need to discard or replace existing telephones. Therefore, Mohave was able to retain user familiarity, while enjoying significant cost savings as new telephone sets typically make up two thirds of the cost of a new telephone system.

The staff at Mohave also no longer has to rely on a staff member to switch the telephone lines over to an answering service at night. The new Mitel 3300 ICP automatically manages them.

Other big operational advantages include the ability to manage and administer the system on a Web browser from a desktop PC, as well as enjoy space savings compared to the old Nortel Norstar system. According to Oelke, "With the Norstar system, I had to have a 6' x 8' backboard to hang the boxes on, and it took up my whole server closet. The Citel and Mitel solutions are compact and stack up on one little rack, so they are very space efficient."

Perhaps one of the biggest advantages of the new Citel and Mitel solution is the ability of staff members to forward calls to both pagers and cell phones from the system – something that wasn't possible with the old Nortel system. "We are a behavior health facility and have clients that need to get hold of case managers immediately," remarked Oelke. "Now, if case managers are going to be out in the field all day, they forward their calls to their pagers or cell phones so they don't miss their calls."

For more information about the 3300 CITElink Gateway, or to contact a CITElink Choice Partner in your area please visit www.citel.com

Citel and CITElink are trademarks of Citel Technologies Ltd. Brand and product names used in this document are trademarks of their respective owners. This case study is for informational purposes only. Citel Technologies makes no warranties, expressed or implied, in this summary. © 2004 Citel Technologies Ltd. (CL-CS-110904)

