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City of Rosemead

February 26, 2013

Potential IntelesysOne Customer:

In 2011 the City of Rosemead implemented a Voice over IP system in conjunction with a MPLS network to connect our city facilities into one integrated system, and to ensure redundancy in the event of an emergency or outage. We interviewed many vendors for this project including the previous incumbent with some vendors even recommending the same product.

During our bidding process we discovered the importance of not only selecting the right product to fit our needs, but also finding the right vendor to make sure it would be designed, deployed, and managed properly. Rosemead is a contract city without any full-time I.T. staff, so ease of implementation and maintenance was a critical factor for us. The ShoreTel VoIP system was the best choice for the technology we wanted for our city due to its simplicity of management, its feature rich design to allow our end users to get the most out of the product, and it's built in redundancy which was an important part of our project.

The three leading bids for our organization were for a Mitel system, a Cisco system and the ShoreTel system offered by IntelesysOne. Throughout the bidding process, IntelesysOne worked to ensure that the system they designed and proposed would not only meet our current needs, but developed a turn-key solution that would exceed our expectations while saving money. Their comprehensive service offerings appealed to us because we wanted one entity in charge of making the solution work. IntelesysOne has a direct relationship with ShoreTel where many entities buy through a distribution house. They offered a full range of support services from cabling and fiber optic cabling to switch / router programming, and an excellent support team to deal directly with the phone companies on our behalf. IntelesysOne was also responsible for proposing and coordinating new services for our voice and data infrastructure utilizing a reliable carrier and coordinating the whole project. Due to their expertise in this field, IntelesysOne was able to provide the city with a reliable infrastructure and save the city several thousand dollars per month.

Another aspect we enjoyed with IntelesysOne was their commitment to our overall satisfaction. There were many times where their team stayed late, provided additional training, or troubleshoot gear that was not their responsibility. Since VoIP was new, IntelesysOne spent time with our staff and I.T. consultant to ensure everyone understood the system and aided in programming our equipment even though it was out of the project scope. We never received a bill for these additional services and I was never pressured to pay for additional hours or services. Now that we have had our system in place for almost two years, I can say that their service did not just stop at installation. Their technical support team has continued to support and assist us, even when problems have arisen that were ultimately outside of their scope of responsibility. When service and warranty repairs have been needed for our ShoreTel equipment, they have reacted quickly to obtain replacement parts and have coordinated any services necessary around our schedule and business necessity.

Our overall project analysis revealed to us the initial price of the phone system was proportionally a much smaller portion of the total cost of the system over its life expectancy. As a city we knew it was crucial to get the best value for our VoIP project. ShoreTel delivered us the technology that fit well with our geographically spread out needs, IntelesysOne delivered the perfect combination of expertise, attention to detail, project management, training, and customer service that made our conversion efficient, well planned, and professional. I highly recommend the ShoreTel / IntelesysOne offering as a superior product and a superior service company.

Respectfully,

A handwritten signature in blue ink, appearing to read "Matt E. Hawkesworth", with a long horizontal flourish extending to the right.

Matthew E. Hawkesworth
Assistant City Manager/Finance Director