



Overview



Lane Council of Governments is a collection of over 20 government agencies serving the Lane County area. Lane County has a population of about 375,000 people.

The agency offices run the gamut from downtown high-rise to 5-person office on the outskirts of the county. From health centers to museums, from public works to public housing, the Lane Council of Governments has a big job that requires 24/7 dedication.

Client Background



The LCOG group was using an aging NEC system for their phone needs. They deployed the system from headquarters to the individual agencies and offices throughout the Eugene area.

The NEC was a digital/analog system with limited auto attendant, contact center, and mobility options. As technology improved worker efficiency and cell phone usage became commonplace, the LCOG team knew they needed to modernize the telephony infrastructure.

Client Requirements



As much as they needed to leverage the latest that Voice over IP telephony could offer, they needed to ensure that the analog faxes, paging systems, and other in-the-field analog end points would continue to function.

The RFP included a plethora of requirements, including disaster recovery, resiliency, data storage & backup requirements, as well as a detailed implementation plan. With over 2,000 workers spread across 25+ locations, the LCOG team wanted a detailed plan for how the phone system would be deployed and how workers would be trained in the new technology.

CASE STUDY



Communication Transformation at Lane Council of Governments

By Matrix Networks

For LCOG, Matrix Networks specified a mix of ST switches, mostly ST100As, with a few analog switches. The design involved both hardened appliances and virtual call control in a VMWare environment. Sleek, modern color-screen desk phones were selected and paired with Plantronics headsets. Softphone software was included for users at no extra cost. We also designed and deployed a full stack Meraki infrastructure solution including switching and firewalls that were programmed, racked, and secured ahead of the main First Day Live.

IMPLEMENTATION - This project took place in three main phases. Phase 1 was the design and specification of the system. BOM's were developed per site for the Meraki network gear and the ShoreTel hardware. Phase 2 was the installation and network cutover and brought LCOG fully up on the Meraki network gear. The ShoreTel gear was racked and hooked up, as well. Phase 3 was devoted to ShoreTel programming, testing, and implementation. The Rollout was done in sections, with the largest offices first.

TRAINING - Training was conducted classroom style during the week prior to each First Day Live. Live phones were set up to teach the operations of the new phones. Connect (the softphone client) and the interplay between desk and soft phone was demonstrated on a projector. On First Day Live, the Project Manager and several technical resources were on site to trouble shoot any potential issues, make updates, and work with any users who needed additional instruction.



info@mtx.com



MatrixNetworks.com



503-654-3000