

Healthcare Center Enjoys a Speedy Migration with Mitel IP Telephony Solution

CUSTOMER NEEDS

- Expansion opportunity for a next-generation, IP-based communications system
- Replace old Nortel platform
- Leverage existing Nortel telephone handset equipment

SOLUTION COMPONENTS

- Mitel 3300 CITELink Gateway
- Mitel 3300 Integrated Communications Platform (ICP)

RESULTS

- Transparent and seamless system migration
- Gateway implementation enabled integration of legacy phone sets, reducing cost of ownership
- Maintaining legacy phone sets retained user familiarity and resulted in faster adoption of new system
- No telephone rewiring required resulted in additional cost savings
- Centralized Web-based system administration
- Automated night service switch-over replaced manual procedure
- More compact size resulted in greater space efficiencies



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. It does so through a diverse range of support programs for children and families, the seriously mentally ill, adults suffering from substance abuse and individuals requiring crisis support. The clinic also operates the only inpatient psychiatric facility in the county, providing a secure environment for those suffering from a severe mental health crisis and 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 its aging and deteriorating Nortel telephone system that served the communications needs of the staff. 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 its Nortel system, which was no longer under warranty. Oelke and his team discovered that they were placing at least 30 service calls a month. At a cost of U.S.\$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, 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 that would grow with us and provide new features and functionality to support that growth in the process. We could have expanded the Nortel 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."



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Customer Experience

→ Mohave Mental Health Clinic

ABOUT MOHAVE MENTAL HEALTH CLINIC, INC.

- Mohave Mental Health Clinic was founded in 1986 in Kingman, Arizona and today employs 300 personnel
- It is a non-profit community mental health center serving Mohave County
- The clinic's primary mission is to provide emergency mental health services and ongoing care and treatment to eligible members in the community
- <http://mmhcinc.org>

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Jeff Oelke,
Information Systems and
Support Services Manager,
Mohave Mental Health Clinic

The Solution

The Mohave team chose to install a Mitel 3300 Integrated Communications Platform (ICP) in its new building, along with four Mitel 3300 CITEllink Gateways that enabled Mohave to reuse their 85 Nortel telephones with a new Mitel 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 CITEllink Gateway, is a 24-port gateway that integrates with the 3300 ICP allowing the Nortel telephones to seamlessly operate like Mitel's IP telephones. Once connected to the CITEllink Gateway, the Nortel telephones have access to the IP feature set delivered by the 3300 ICP, with no telephone rewiring required.

At Mohave's new building, the CITEllink Gateway along with the 3300 ICP were installed, the function key labels on the Nortel telephones were then updated, allowing 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 CITEllink Gateways and our four remote sites were seamlessly linked to the host 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 year's end."

More Features Enhance User Productivity and Efficiency

The net results for Mohave included new IP functionality for their existing Nortel telephones and expansion capabilities far beyond the limits of their old system. With the use of the CITEllink Gateways, there was no need to discard or replace existing telephones. As a result, 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 have to rely on a staff member to switch the telephone lines over to an answering service at night. The new 3300 ICP automatically manages this.

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 system. According to Oelke, "With the Nortel 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."

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