



A CASE STUDY **Local Township**



VERITY

The township helps the community and its constituents maintain their idyllic quality of life, overseeing key operating agencies of the municipality such as the departments of police, fire, public works and parks and recreation.

“Beyond the brand new, state-of-the-art technology, Verity IT has saved us at least 10% when compared to our former system.”

- Township Supervisor



A Local Township

COMPANY Local Township

SERVICES Oversee key operating agencies of the municipality such as the departments of police, fire, public works and parks and recreation.



THE PROBLEM

Repeated Outages, Poor Customer Wi-Fi Experience & Limited Customer Data Analytics

- Aging, insufficient legacy PBX had issues with reliability
- High cost, low functionality
- Inefficient operations made it more challenging for staff to engage with the community
- Finding the time and budget for this unexpected expense — would the journey to a stable, high quality, lower cost communications system be possible?



While at first the voicemail failure was very disruptive to operations, it turned out to be the catalyst to not only saving money but also getting a 21st century solution. When presented to the Township Board, it was the proverbial ‘no brainer.’
- Township Supervisor

The cost savings can now be repurposed to the community projects that have been waiting for available budget, such as all-inclusive baseball field that is being consider to better serve a growing need for a fully-accessible community recreation park.



THE SOLUTION

Integrated Unified Communications Solution



FULL-FEATURED VOIP BUSINESS PHONE SYSTEM

Stable, high quality, lower cost communications system — Verity IT was able to provide a reliable and flexible communications system where the local township was not burdened by large capital expenditures.

10% COST SAVINGS

RESULTING in over 10% cost savings.



MOBILE APPS FOR IOS AND ANDRIOD

Verity IT implemented advanced equipment and technology leveraging on-the-go access to conferencing, video calling, instant messaging and online meetings.

25% MORE STAFF PRODUCTIVITY

RESULTING in increased productivity for staff while on-the-go.



MICROSOFT OUTLOOK INTEGRATION

The integration of Microsoft Outlook allows for smooth event scheduling and invitation automation.

USER EXPERIENCE

RESULTING in an intuitive user experience — the township’s employees are more agile in managing the community operations and serving their constituents.