

# TOWN OF GAWLER CASE STUDY



## Background

The Town Gawler Council had an outdated and disparate data and telephony system which didn't allow for expansion or inter office networking.

Constant issues, especially with council's remote offices, coupled with high costs, the inability to obtain spare parts, and inefficient networking, were preventing the Council from projecting a forward moving image.

## Solution

After a thorough tender process The Town of Gawler Council awarded Data Mobility Voice the contract to provide an integrated communication solution for their voice and data network.

*"What we are all about at Data Mobility Voice is exploring our customers' organisations and developing communications solutions utilising the latest technology to simplify and increase their outputs. Our forward thinking clients in regional Councils are giving us the opportunity to develop state of the art networks that achieve their business goals and service their users needs which for Gawler include remote office networking, flexibility and cost efficiency" said Data Mobility Voice Sales Manager Jason Ackland.*

*"We installed a MITEL Networks 3300 ICP System for Town of Gawler in March 2008 and since that time the council have had no major issues with their VoIP telephony" said Jason*

*"The few minor initial teething problems were promptly addressed and resolved on the spot by the excellent team at Data Mobility Voice" commented IT Manager of The Town of Gawler Slava Grigoriev.*

## Result

Council's IT Manager Slava said *"The system allows us at Council to do many things, including seamless interoffice communication between all staff, superior system management facilities, and voicemail to email option which is a very popular function for our staff on the move. Our customer service area staff are also very happy with their console which allows much easier call transfer and retrieval."*

*"Interacting with Data Mobility Voice was so easy. There was virtually no disruption to our business for installation and the training and technical support provided by the experienced team at Data Mobility Voice is second to none. They have a great reputation in the industry and after this experience we know first hand that they have earned it." Slava said.*

## Why was it a success?

Excellent project management by Data Mobility Voice who recommended a great solution backed up by the superior technical skills of the staff made this upgrade an absolute success for both The Town of Gawler Council and its customers.

For information on how Data Mobility Voice can reinvent your organizations by maximising your investment in IT, visit [dmv.net.au](http://dmv.net.au).