

# City of Surprise

## The NEC Government Solution

### Customer

City of Surprise

### Industry

City/State/Local Government

### Business Challenge

This municipality needed a communications solution robust enough to handle an annual growth rate of 17%, connect disparate police, fire and public works facilities, and improve resident and employee satisfaction.

### Solution

- Network Performance Baseline
- Replaced PBXs with IPC Network
- Connected All City Services
- Centralized Unified Messaging
- IVR Trees for All Departments

### Result

- Achieved “Best-in-Class” Public Support System
- IVR for Permits Reduced Wait Time 95%
- 20% Reduction in Annual Spend Achieved During Hyper Growth
- \$250K in Operational Savings Annually

**Surprise, Arizona**, a suburb of Phoenix and the fastest growing city in Arizona for the past five years, was in desperate need of a communications platform that could handle the rapid growth rate of 17% annually, and be scalable for the future. The city turned to NEC to design and implement a robust, converged voice and data solution that would connect disparate police, fire and public works facilities and improve resident and employee satisfaction.

NEC performed an IP Readiness Assessment to evaluate the city’s existing voice and data infrastructure, and determine that the network was able to support the added voice traffic without compromising quality of service (QoS). A Network Assessment provided the team with a blueprint of the network infrastructure (L2/L3), performance and capacity testing. IP Readiness and Network Assessments are the key to a successful design and implementation of any IP telephony network. This preliminary step tests and validates connectivity, discovers any gaps in the network, and baselines capacity and performance.

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NEC completed the project from design to deployment within five-months. NEC implemented over 300 IP stations at the main campus and provided connection via wireless ATM link to the new Surprise Center campus, which included the new City Library, Aquatic Center and Spring Training Facilities for the Texas Rangers and Kansas City Royals major league baseball teams. A Unified Messaging application provides service to all users. To complete this truly converged voice/data network project, NEC installed an additional 200 IP phones at the Surprise Town Center campus, including a facility for the press during spring training.



After the deployment of the solution, the City of Surprise saw improved customer interaction with over 50 phone trees to better direct callers, increased employee productivity, IVR for permits reduced waiting time by 95%. The solution also improved resident safety by connecting police, fire and public works departments. As a result of deploying this system, Surprise is saving an estimated \$250 thousand dollars annually in operational costs.

“NEC demonstrated their strength and breadth of product knowledge and the true value-add of their expertise by completing an IP Readiness & Network Assessment prior to designing the IP Telephony network. The assessment provided information that was critical to the successful design and implementation of the new IP Telephony Network.” -- Randy Jackson, CIO for the City of Surprise.