



SUCCESS STORY: PORT TOWNSEND

Located on the Olympic Peninsula near Seattle, Port Townsend is known for its natural beauty, historic charm and thriving artistic community. The city is surrounded almost on all sides by water, making it a natural draw for regattas, racing and boat festivals. Its Historic District is a designated landmark due to its many Victorian-era buildings, while its museums, galleries, concerts and music festivals feed the modern tastes of the local artistic scene.

LEARN HOW PORT TOWNSEND PARTNERED WITH GOTOCONNECT TO BE ABLE TO DO MORE WITH LESS

Challenge

Port Townsend, like many cities in Washington, relied on a phone system procured through an existing state telecommunications contract. However, the state provider didn't deliver on key service areas, creating more hassle than help over time. Port Townsend ran into several challenges with the system. Its high cost was a significant barrier, especially given the city's tightening budget and lack of resources. Its limited feature set meant missing out on necessary functionalities. Also, with a complex management process that required all moves, adds and changes to go through the state provider, which took time that the provider couldn't give, it was clear that this system no longer met their requirements and wasn't a feasible long-term solution.

Port Townsend's IT Manager, Mark Peil, began looking at other solutions. In a time when many city governments are only just beginning to evaluate Cloud solutions, Peil saw the Cloud as an opportunity to bring the city up to speed on the latest technology. He determined that a Cloud-based system would be more manageable, offer a richer feature set and cost less than the current system. Peil discovered GoToConnect, formerly Jive, and decided that its Cloud-delivered VoIP offering was what Port Townsend needed.

Solution

GoToConnect's round-the-clock technical support and customer service was a key selling feature for Peil. "Their technical support is outstanding," he said. GoToConnect support is available 24 hours a day, 7 days a week, 365 days a year, and is backed by a service-level agreement that guarantees industry-leading uptime.

The intuitive admin portal was also essential. GoToConnect's administrator portal is browser-based, offering easy access and control over all system features and function, including all moves, adds and changes. With so much control at their fingertips, many administrators worry that their technical expertise isn't up to the task. According to Peil, they don't need to worry. "The admin portal is easy to navigate and use," he said.

The painless management process helped solidify his decision. Peil is especially pleased with how simple it is to make changes to his system with GoToConnect. Now, instead of opening a service order to make changes, he can do it all himself and save the changes in real-time with just a few clicks on a mouse. "Moves and changes are a piece of cake," Peil said.

Results

By exploring and adopting Cloud technology, Port Townsend is now **better equipped to serve its community**. Rather than struggling with unresponsive support and sparse phone features, the city now enjoys a modern telecommunications system. **IT staff are free to make simple system changes by themselves** using GoToConnect's administrator portal. Users can access advanced features that include unlimited voicemail boxes, conference bridges, auto attendants, ring groups, call queues and more – all for less than the cost of the prior, state-procured solution.

Since taking his city in this new direction, Mark has found a lot about GoToConnect to recommend. "It's a good product at a great price," he said.

"Their technical support is outstanding, and moves and changes are a piece of cake. All in all, GoToConnect is a good product at a great price."

Mark Peil, IT Manager, Port Townsend

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