



INDUSTRY PARTNER BRIEF: GOVERNMENT

FOUNDRY AND MITEL



THE CHALLENGE

Improved customer service is at the forefront of the agenda for all levels of government. However, achieving excellence in customer service—and continuity in operations—is a challenge for most government organizations, as they aim to provide services across multiple disciplines while also ensuring the ability to maintain services in emergency situations. Departments often act as separate business units, using disparate systems, meaning communications are complex and disjointed. The result is poor customer service, as callers are often required to dial several numbers before reaching the department or person they are looking for.

THE FOUNDRY / MITEL SOLUTION FOR GOVERNMENT

Foundry Networks and Mitel have joined together to bring government agencies state-of-the-art convergence solutions. Whether an agency pursues an evolutionary IP communications migration path that protects its existing PBX investment, or deploys an integrated IP-PBX solution, the partnership between Foundry Networks and Mitel enables government organizations to leverage an all-IP infrastructure and innovative communications applications solutions to truly transform operations.

Government agencies have long looked to Foundry Networks solutions for performance, robustness and innovation and support that exceed competitive offerings. Whether it's a defense, intelligence, civilian, or a state or municipal agency, Foundry Networks supplies all the requisite connectivity and protection from the most remote edge device to the largest data center in a high performance computing environment. The Foundry government portfolio establishes new benchmarks in resilience, data protection, and network performance with a comprehensive suite of products and support services that help build a robust, scalable, and highly available network infrastructure for the expanding and evolving needs of mission-critical applications, IPv4 and IPv6 requirements, and data sensitive environments.

Mitel brings together the key components of an effective communications system that will enhance staff performance to ensure that a high quality of customer care can be delivered consistently and efficiently across all levels of government. In addition, Mitel understands that legacy equipment is a reality for most agencies and for true unified communications to exist, technology must be designed for the power of the new while accounting for the realities of the old. With the Mitel platform government agencies get the ultimate in versatility, enabling an organization to implement innovative work enhancement tools while retaining existing equipment.

By providing secure, high-performance IP communications and networking platforms that are open and scalable, Foundry and Mitel alleviate barriers to government VoIP deployments by delivering high-speed, high quality, low latency, reliable, price-competitive converged solutions. In a converged network environment, Foundry Networks delivers the utmost in customer flexibility and operational simplicity. The result is a solution that enables government customers better interaction between the front and back office and ensures a seamless flow of information, facilitating a swift and successful resolution to an inquiry.

ABOUT MITEL

Mitel is a leading provider of communications solutions for a range of organizations—from the very small, single site offices to the multi-site, large enterprises and public sector. With a portfolio of solutions that are highly scalable, secure, easily managed, and optimized, Mitel offers customers a broad choice of solutions, from basic business communications to sophisticated unified communications, from pre-packaged to tailored applications, and from an outright capital purchase to a managed service.

CHALLENGES FOR GOVERNMENT AGENCIES:

- Multiple voice systems that don't talk to one another
- Calls can't be transferred, no connectivity between sites
- Lack of joined up services creates the perception of poor performance; people are expecting value from public services in return for their tax contributions
- A high-availability architecture that ensures that the network continues to operate at peak performance even during emergency situations

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ABOUT FOUNDRY

Foundry Networks® Inc. is a leading provider of high-performance enterprise and service and backbone Ethernet switches, Web and content-aware application switches, network-wide security solutions, wireless LAN and access points, wide area access routers and internet provider edge and service provider core MPLS routers. Foundry's customers include the world's premier ISPs, Metro service providers, and enterprises including e-commerce sites, universities, entertainment, healthcare, government, financial, manufacturing companies, technology, and high-performance computing (HPC) sites.

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