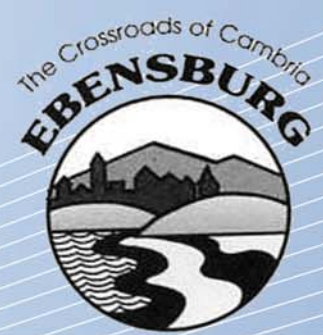




PRECISION BUSINESS SOLUTIONS

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The Client

Ebensburg Borough, the seat of Cambria County government, is situated on a plateau in the geographic center of the county, along the eastern fringe of the Laurel Hill Ridge. The Borough has a population of 3,684 and encompasses 1.7 square miles. Ebensburg, the first settlement on the Allegheny Front, was founded by Rees Lloyd. Ebensburg developed as a mountain resort as word of the area's scenic beauty spread. Many of the "summer cottages" containing fifteen to twenty rooms built by the urban rich can still be seen today. From its humble beginning as the landing site of the Welsh advance party to its fame as a mountain resort, Ebensburg has enjoyed continuous prosperity while retaining its small town charm.

The Requirements

Dan Penatzer, Ebensburg Borough Manager, was looking for a phone system that would allow the Borough staff to become more efficient, as well as provide better service to the residents calling the Borough facilities. One of the frustrating points with their current phone system was the inability to efficiently transfer calls throughout the Borough. In addition, the current system lacked many of the functions that are considered standard in today's phone systems. Dan also wanted to ensure that the new telephone system would be cost effective.

The Solution

Precision Business Solutions implemented a TalkSwitch VoIP Telephone System. The VoIP technology allowed Ebensburg Borough to centralize their telephone system, allowing staff to more efficiently communicate, as everyone is on one system. Ebensburg Borough had 11 voice lines between their multiple locations which were able to be consolidated and reduced to 7 VoIP SIP Trunks (VoIP Telephone Lines). The TalkSwitch system will also expand with the Borough, easily allowing future locations or lines to be added at a reduced cost.

The Results

Ebensburg Borough now has a state of the art telephone system with an array of communications and productivity features, such as Caller ID, Voicemail, Call Routing, Voicemail to Email and many more. By implementing VoIP Technology and consolidating telephone lines, Ebensburg Borough saves over \$8,000/year on their telephone bills.



"The new system is a reliable, cost effective way to better serve our customers. We are now able to transfer calls to our many facilities and communicate more efficiently. What used to be a complex array of different phone lines has now been transformed into one simple operating system."

- Daniel Penatzer, Borough Manager