

# CITY OF LAKEWOOD, CO

## IP NETWORK

## City of Lakewood Delivers Services Seamlessly with Unified Communications from Brocade and ShoreTel

### EXECUTIVE SUMMARY

#### Technology Challenge

- Deliver a Unified Communications (UC) solution on a single, scalable IP network without increasing complexity, cost, or resource requirements

#### Solution

- Combined the phone and computer network with a Brocade IP-based network and ShoreTel UC system
- Deployed Brocade FastIron Edge PoE Series switches at the edge, two Brocade FastIron SuperX family switches in the core running VRRP-E, RSTP to the edge, Brocade FastIron Edge X Series switches for server connectivity in the data center
- Placed ShorePhone IP telephones on more than 1000 city desks and counters to serve all of the city's needs

#### Benefits

- Improved service delivery to constituents using fully integrated communications across all city departments
- Enabled pure IP voice and data communications of exceptional quality
- Leveraged a single IP telephony system across multiple locations, simplifying management
- Provided a highly scalable networking solution able to meet the requirements of enterprise businesses
- Delivered business-critical reliability, reducing support costs and Total Cost of Ownership (TCO)

Lakewood is Colorado's fourth largest city, with nearly 150,000 residents, and is located between Denver and the front range of the Rocky Mountains. Covering an area of more than 44 square miles, the city provides a full spectrum of municipal services that include police, public works, water utilities, recreational activities, cultural events, and family assistance programs.

Selected as one of the Top Ten Digital Cities in the United States by the Center for Digital Government, Lakewood recognizes the advantages that digital technologies can provide, including increased operational efficiencies and optimized constituent communications. As such, the city recently sought to modernize its fiber optic-based communications system. Its 22-year-old phone system was becoming increasingly costly and time-consuming to maintain, while offering only limited or basic features to the 1,200 employees spanning more than two dozen offices citywide. The city wanted to deploy a Unified Communications (UC) infrastructure that would support an advanced Voice over IP (VoIP) solution

and deliver the communications services required by both the city's staff and constituents.

#### LAYING THE FOUNDATION FOR UNIFIED COMMUNICATIONS

A long-time Brocade® customer, Lakewood had already experienced the benefits of a Brocade network solution. So when it came time to upgrade its fiber optic system with a more flexible and powerful IP-based network, Lakewood once again turned to Brocade.

"Our decision to invest in a Brocade IP-based network was based upon the tremendous price-performance we experienced firsthand," says Boris Naschansky, Chief Information Officer for the city of Lakewood. "Some UC vendors would have required us to purchase a bundled solution, which wasn't necessarily the best solution across the board. With Brocade's open standards, we were able to design a component-based solution that was flexible and just right for us."



# BROCADE

The city deployed Brocade FastIron® Edge PoE Series 2402/4802 switches at the network's edge, Brocade FastIron SuperX family switches in the core running VRRP-E, RSTP to the edge, and Brocade FastIron Edge X Series 448 switches for server connectivity in the data center. Complementing the proven performance, reliability, and scalability of these Brocade products was the simplicity of the solution. The new infrastructure was designed to make changes and ongoing administration quick and easy.

"I can literally manage the network with the push of a button," notes Chris Heck, Network Engineer for the city of Lakewood. "For such a large project, Brocade made it tremendously easy."

### DELIVERING ADVANCED SERVICES TO UNIFY A CITY

Selecting an infrastructure that delivered superior price-performance and management simplicity was only half of the equation. Lakewood also wanted a proven UC solution from an organization committed to customer service. As a Brocade partner, ShoreTel was an ideal choice.

"We wanted to ensure that every call into Lakewood's offices would reach the right person as quickly as possible," Naschansky explains. "We were looking for a vendor that was experienced in VoIP—not just traditional PBX or hybrid phone systems. We wanted them to understand the local government setting. ShoreTel stood out in all of these areas."

Lakewood deployed a ShoreTel UC system across its city offices, in addition to more than 1000 ShorePhone IP telephones, all standardized on the IP-265 model for ease of support.

Today, all city departments use the ShoreTel phone system and can fully participate in citywide communications. At the same time, Lakewood has the features needed to ensure that all calls into the city's main number are answered quickly.

### A PARTNERSHIP THAT DELIVERS ON ITS PROMISES

By using Brocade IP network infrastructure and ShoreTel UC technology, Lakewood now has a UC infrastructure that is easy to deploy and easy to manage while providing the lowest Total Cost of Ownership (TCO). Moreover, Lakewood has a fully integrated and interoperable UC networking solution that takes advantage of an open standards-based architecture to meet the city's objectives for a modern and scalable communications system.

"We knew from the start that Brocade and ShoreTel could deliver on all of our stringent technology demands," concludes Wendy Shrader, Manager of Network Services for the city of Lakewood. "In the end it was their high level of experience, service, and support that made them stand out as partners who would help us get where we wanted to go."

For more information, visit [www.brocade.com](http://www.brocade.com).

### WHY BROCADE AND SHORETEL

- Proven, interoperable solutions
- Simplified network management
- Price-competitive, high-performance solutions
- Exceptional service and support

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