



## CUSTOMER EXPERIENCE



*"CTS did a great job with the department's communication and infrastructure upgrades. The up-to-date voice, IT and surveillance systems are helping our officers better serve and protect the community."*

**G. Adrian Baker, Chief of Police**  
Chestertown Police Department

# Chestertown Police Department

## Dedication & Service

A leading port in Colonial times, Chestertown, MD is the County Seat of Kent County on Maryland's Eastern Shore. Founded in 1706, home to Washington College and steeped in history, Chestertown is a vibrant community. When it was decided that the Police Department needed to move to an expanded facility, the chief seized the opportunity to modernize his department's phone system, upgrade its IT infrastructure and beef up building security. With decades of expertise delivering turn-key technology solutions, CTS answered the call by teaming up with DataLink, a local IT partner, to integrate everything Chief Baker needed.

## Voice & Productivity

CTS implemented Mitel's MiVoice Office 250 phone system, set up and programmed IP phones throughout the building, and synchronized the new system with the department's mobile devices. MiVoice provides the department with a number of productivity apps, including: Unified Voice Messaging, Meet-Me Conferencing, Mobile Hand-Off, and centralized online management and reporting. A call recording system was integrated with the Mitel platform to archive all calls for search-and-retrieve playback, making it easy to find critical information.

## Video & Security

With people and vehicles in and around the building at all times, safety and security are enhanced with a video surveillance system that centrally monitors all activity inside and out. The feeds from strategically placed video cameras are monitored in real-time and stored on a video server. When needed, previously recorded footage can be called up for detailed study. Security is further improved with Access Control systems. Visitors are now buzzed in to the reception area from the public lobby. Secure areas, such as interview rooms and holding areas for detainees, are also protected with the latest access control technology.

## Data Center & Infrastructure

A customized data center was designed and built which included HVAC, servers, and a UPS to guard against power outages. Cabling for the voice, data, video and security systems was installed and tested. A conference room was designed and equipped with audio-video capabilities for meetings and training. Serving and protecting the community is the department's highest priority. With CTS and DataLink taking care of the technology, the department can stay focused on its important mission.

### Customer Highlights

- Local Law Enforcement
- Full Service Agency

### Solutions Overview

- Mitel MiVoice Office 250 Phone System
- Conferencing and Call Recording
- Infrastructure Cabling
- IT Room with HVAC
- Servers + Uninterruptible Power System
- Access Control Systems
- Video Surveillance Systems

### Key Advantages

- Added Security for Officers and the Public
- Reliable Communications
- Improved Connectivity
- Faster Emergency Response
- 24x7 Local Support

**CALL TODAY!**

**800-787-4848 | 410-850-4848**

**CTSMD.us**