



## CUSTOMER EXPERIENCE



*"CTS has always impressed us with their ability to follow through on fulfilling our requirements. When it came to outfitting our Mobile Command Unit, we knew who to call."*

**Mike Harrod**  
Howard County Government

### Customer Highlights

- County Government
- Police & Fire Emergency Response

### Solution Overview

- Mitel MiVoice Business System
- Satellite links
- IP phones
- External Loudspeakers
- Paging System
- External jacks to add more phones

### Key Advantages

- Emergency Preparedness
- Backup Operations Point
- Reliable, Mobile Communications
- 24x7 CTS Local Support

## Howard County

### Mobile Emergency Command Center

#### Emergency Preparedness

With its new mobile command center, Howard County is in the forefront of community-based disaster preparedness and response. The mobile unit, funded by the Department of Homeland Security, is equipped with the latest data and communications gear. It can respond instantly to any disaster, assisting local residents in the event of floods, chemical spills, fires, and other domestic emergencies. The mobile unit can even carry on the operations of the Police Chief and Fire Chief if their offices become inaccessible during a disaster.

#### Communications to go

To carry out its mission, the mobile command center required a full-featured, highly reliable communications system. Chesapeake responded to these mission critical requirements with a Mitel MiVoice Business IP phone system – linked to a host system at headquarters. The remote system for the mobile unit is engineered to dial any county office from any location. Connected via a satellite link, the mobile unit can also grab dial tone from analog lines off any telephone pole in the County. Inside the truck are 18 IP phones; outside there are built-in phones and jacks available for more phones, plus a loudspeaker for external paging.

#### Proven performance

Selection of the Mitel system for the mobile command center and headquarters was easy. The telecom administrators of Howard County are familiar with Mitel systems already deployed in several government agencies. Those systems have a solid track record of performance, all the features necessary to serve a thriving community, and are easy to administer through a web browser interface. The compact size of the Mitel controller was also a plus for a tight space - easily fitting a 19 inch rack.

#### Putting it on the line

Having a long standing relationship with CTS meant that Howard County was assured of a consistent level of quality in the design and implementation of its new phone system. Emergency communications from the mobile command center are essential to protect public safety and CTS is honored to play a role in helping County officials carry out that mission.

**CALL TODAY!**

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

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