

▲ Case Study: Municipality

Client – Borough of Haddon Heights

Services – Removed their outdated, copper lines phone system. Upgraded to Ancero's Utility VoIP cloud hosted phone system. Services included customization, installation, training and support of new the Utility VoIP system.

Results – Seamless and efficient interdepartmental communications as well as increased quality of calls between the borough and external callers.

▲ Client Problem

The Borough of Haddon Heights required an upgrade to a more technologically advanced phone system to improve efficiency and ease. They were experiencing poor call quality, dropped calls and the inability to effectively communicate between departments with the limited functionality of their aging, copper lines system. Specifically important to them was the ability to navigate callers and voicemails to the appropriate department.

▲ Ancero's Solution

When the Borough of Haddon Heights sought out a solution to improve their communications, the former Mayor, Mr. Edward Forte, found Ancero. Three VoIP providers submitted quotes for new solutions, but Ancero was chosen above all for their customer service, affordability, and the ability for the customer to have control over their system in the Utility VoIP portal. Ancero first completed a full assessment of the existing legacy phone equipment and evaluated the Borough's needs. Based on the findings, Ancero determined that our Utility VoIP solution was the perfect fit. As part of the implementation we installed and reconfigured their WAN to be more efficient and have greater stability. The improvements to the WAN connected multiple locations within the Borough for seamless internal calls and transfer capabilities. The new phone system design also included a streamlined call flow that was missing in the Borough previously. They instantly experienced the benefits of their new system. But the ability to transfer calls as well as the availability of receiving voicemails through email for all employees and councilmembers had the most immediate impact.

Katie Compton, the Deputy Borough Clerk of Haddon Heights describes how their new Utility VoIP system solved their needs and added valuable features. "The technological advantages of this system have provided for seamless and efficient interdepartmental communication as well as increased the quality of calls between the borough and external callers. Also, the ability to have voicemails transferred to the councilmembers' and patrolmen's mailboxes has been a wonderful addition." Ancero is proud to serve the Borough of Haddon Heights, their elected officials, law enforcement, public service members, and their community.



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