



Application Development



Collaboration



Data Center Virtualization



Infrastructure & Security



Managed Services



Network Infrastructure



Unified Facilities

Case Study - Phone Systems

The Challenge

They had an aging phone system that was costing them a lot of money and time to keep running with Embarq supporting them. Sabrena Graham was hired as County Administrator. She recognized the problem and made the decision to replace the old system with a ShoreTel IPT system in a phased deployment. The deployment was done over a period of years, as major renovation was being done to the Courthouse (1878) and the Administration Buildings. AT-NET started with the Emergency Management Building (Police, Fire, EMS, and 911 Dispatch) and expanded the system to include all sites within the District.

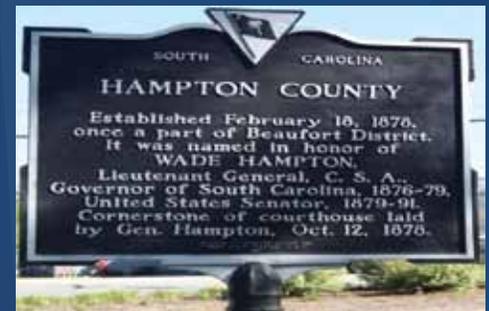
The Solution

As Hampton is a wide spread, rural county with many poor elderly citizens, Sheriff T.C. Smalls had a vision to have a system that would automatically call the elderly citizens (if they signed up for the service) of Hampton County and check on them nightly. The Sheriff's Department looked at different options for how to do this before contacting Kevin Pak, the IT Director for Hampton County. After listening to what they wanted to do, AT-NET felt pretty comfortable that they could satisfy their project's needs with the ShoreTel IVR product and some "tweaking" from the ShoreTel Professional Services Group.

The Impact

"Jonathan Anderegg, Ryan Davis, and many other network engineers have helped me a great deal with almost all aspects of my network here in Hampton County. Cisco, Microsoft, and Shoretel, no matter what the request, AT-NET can take care of for me. My Shoretel IP telephony system would not be in the great state it is in if it was not for Jonathan. I will follow Jonathan and any recommendation he gives us here in Hampton County. I truly thank everyone from AT-NET for all their help and will continue to use AT-NET as a technical vendor for any project that may come in our future. It's good to know I have them available when I need them."

-Kevin Pak, Information Technology Director



The Client

Hampton County is a quiet and special place located in the South Carolina Lowcountry. Its serenity and solitude is a mainstay but offers easy access to the excitement of the Atlantic Ocean and tourist destinations such as Hilton Head and the Carolina Sea Islands.

AT-NET Services

Founded in 1999, AT-NET Services has grown into the premier risk management and technology integration firm of the Southeast. With a consultative, "solutions-focused" approach, best-of-breed vendors, and the industry's most talented sales & engineering force, AT-NET Services offers complete engineering services for the life cycle of your system; design, build, secure and manage.