

Comtrea Community Treatment Simplifies All Sites with MPVEX Greatly Improves Management of the Nearly 500 Users Expands the Fiber Network with AT&T & Spectrum

LOCATIONS: 14 offices and clinics throughout St. Louis and Jefferson Counties in Missouri, U.S.A.

USERS: 500

INDUSTRY: Medical Services

SOLUTIONS: MPVEX PBX in the CLOUD, MPVEX Call Center, AT&T MIS Internet, AT&T Mobility LTE, Spectrum Internet



CASE STUDY

IN BRIEF

PAIN POINTS

- Rising Network Complexities
- Rising Management Costs
- Aging PBX and Phones
- Limited Redundancy
- Limited Disaster Recovery

GOAL

- Install Fiber at All Sites
- Install Redundant Internet
- Simplify All IP Routing
- Deploy Hosted IP PBX
- Install IP Phones at All Sites

SNAPSHOT

Comtrea is a private, non-profit 501(c)3 organization which integrates comprehensive Federally Qualified Health Centers providing medical, dental services for children, and psychiatric services. Comtrea is also the community mental health center for Jefferson County, the administrative agent for the Psychiatric Services Division of the Missouri DMH (Department of Mental Health) for Jefferson County and the comprehensive substance treatment and rehabilitation facility for Jefferson County and St. Louis County. Additionally, Comtrea is the domestic abuse shelter advocate for Jefferson County and the alcohol and drug abuse treatment facility for Jefferson County and surrounding areas, as well as the city of St. Louis, certified by the Alcoholism and Drug Abuse Division of the Missouri DMH.

SOLUTION

Metropark has provided telecom services and systems to Comtrea for two decades. With any long-lasting relationship, the teams have learned how to create a very good working relationship. Metropark understands the needs of this iconic organization and Comtrea has enjoyed Metropark's telecom expertise. Each Comtrea office or clinic has its own unique needs, but Comtrea's IT department required to have central access and complete autonomy in running their network and telephony day-to-day operations. Metropark provided a training lab at the Comtrea HQ facilities and gave all the access that Comtrea required until they were MPVEX experts themselves.

10 years prior, the Comtrea network was built on some fiber, but mainly a coax MPLS design. The first step the teams decided on, was to build out a new network using AT&T MIS Fiber at each location. A secondary or "Redundant" Internet service was also installed alongside the Fiber. LTE and Coax was chosen based on availability at each location.

Next, a slow rollout and deployment of MPVEX to each site was established. MPVEX was integrated into Comtrea's legacy IP PBX first, so each office or clinic could make calls back and forth without any relearning of extensions or dialing experiences. A huge cost savings for Comtrea was achieved when the MPVEX services were cutover. MPVEX eliminated all of the PSTN PRI Trunks and analog lines at each of the 14 locations. By combining the calling habits of all the sites into one large pool, the call paths needed were tremendously reduced. Metropark refers to this as MPVEX Line Share.

HIPPA compliant services are included in the day-to-day operations as well.

"It is amazing how Metropark can pack so much power into Voice Exchange and deliver so many features!"