

COGHLIN NETWORK SERVICES

Cape Cod Cooperative Bank Hyannis, Massachusetts



New Operations & Data Center 5 Remote Sites Connected via MPLS

Challenges:

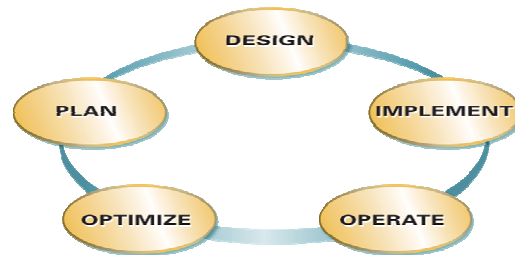
- Centralized Administration
- Reduce Administration
- Reduce Add, Moves and Changes
- Desired a Solution that was Scalable
- Address Data as well as Voice Issues
- Deploy New Locations with Ease

Solution:

- Cisco Call Manger 4.2
- Cisco Unity Messaging
- Cisco IPCC Call Center (13 Agents)
- 140 Cisco IP 7971/7961/7941/7912 Phones
- Cisco Catalyst 3750G switches
- Desk Top Faxing
- Structured Cabling
- APC cooling and rack solution

Project Methodology

Coghlin Network Services follows Cisco's Best Practices for Design and Implementation:



Project Management/Resources

To ensure we have the appropriate on site resources for the project: Project Manager, Lead Design Engineer, Implementation Voice Engineers & Technicians and a Dial Plan Designer/End User Trainer.

Project Timeframe

The project unfolded a schedule over a period of two months. Coghlin worked to bring the new network up, in parallel with the old, prior to the move to ensure 100% readiness before cutover. Given the security component for this implementation, downtime was unacceptable.

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