

# A Smooth Transition to Improved Communication

**Arbor Education & Training Relies on ePlus® Technology and American DataTel for Leading-Edge IPT Solution**



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**—Jeff Silverman,  
MIS Manager,  
Arbor Education  
& Training**

When Arbor Education & Training, a leading provider of workforce development services that operates programs at more than 50 locations across the nation, was awarded a multiple-year contract with the City of New York, it needed seasoned technology partners to tackle an aggressive telecommunications project.

Arbor was tasked with creating a large, progressive new program designed to empower public assistance recipients, help them become self sufficient, and in turn support local economic growth. To meet its goals, Arbor had to open two offices—and completely upgrade the telecommunications infrastructure in each.

## **Outdated Technology, Tough to Manage**

The new offices, located in Queens and Brooklyn, New York, had an older PBX system available—a dated technology that was difficult to administer. “We realized that in order to be successful, both in meeting our organizational goals and satisfying our obligations to the City, we needed to take advantage of leading IP Telephony (IPT) technology,” explains Jeff Silverman, MIS Manager for Arbor.

## **Gold Partner Status**

After evaluating several technology solution providers, Arbor selected ePlus to handle the IPT project. Being the only 3Com® Gold Partner in New York City gave ePlus the experience—and edge—over the competition. “We knew we wanted to go with a 3Com system, and needed an organization with expertise and a strong working partnership with the manufacturer,” says Silverman. “ePlus’ Gold status was important to us and evident throughout the implementation.”



## Putting the Experts to Work

After carefully reviewing Arbor's requirements, ePlus assigned a professional services team led by an experienced pre-sales engineer to design and implement a 3Com NBX IP system at each of the offices in Queens and Brooklyn (with 200 phones and 75 phones, respectively). The project entailed bringing in a new phone system, cabling the two offices, installing voice and data components, and programming the infrastructure for the telecommunications equipment.



In designing the IPT system that would best fit Arbor's needs, ePlus partnered with American DataTel, Inc. an experienced and highly-professional organization that handles all aspects of technology management and business technology infrastructure, to perform the voice data cabling.

"We worked closely with the ePlus Technology team to ensure a quick and comprehensive implementation," says Spencer Haber, Vice President of American DataTel. "We assigned a dedicated project manager to create a smooth and efficient working environment."

## Client Success Summary

*Organization:*  
Arbor Education & Training

*Industry:*  
Workforce Development

*Solution:*  
3Com IP System

*ROI:*  
Improved system maintenance and management, significant time and cost savings, enhanced customer service

## Above and Beyond the Call of Duty

ePlus and American DataTel coordinated all efforts to create a seamless working partnership. Their combined efforts paid off—the IPT system was implemented on-time and under budget.

"We were impressed with the professional, efficient work of ePlus and American DataTel," notes Silverman. "They were not only knowledgeable about the technology, but they truly went above and beyond the call of duty to ensure we had a cost-effective system up and running."

## A New Level of Communication Yields Exceptional Results

Arbor has already seen tremendous benefits from the new 3Com system. "Staff love the features, and it's actually fun to manage," explains Silverman. "With the old PBX system, moving an extension required someone to physically punch-down the changes on site. Now all changes are done remotely through the 3Com system's software. This saves us a great deal of time."

In addition to taking advantage of new technology at a reasonable price, Arbor enjoys four-digit dialing between offices, improved communication, and lower administration costs. "This has been a very positive experience," summarizes Silverman. "Having a flexible, scalable IPT system in place helps us deliver excellent service to our end customers and to the City."

**For information on how ePlus can help your organization realize significant savings, contact us at 1-888-482-1122 or visit us on the Web at [www.eplus.com](http://www.eplus.com).**

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