



Case Study: MTI Medi-Trans Inc.

VoIP over Wireless Networking Technology Ensures Continuing Success for MTI

Customer Profile

MTI Medi-Trans Inc. is a non-emergency provider of quality transportation services for worker's compensation clients throughout the country. With headquarters in Deerfield Beach, Florida, the company is growing rapidly and currently provides services in twelve states. MTI Medi-Trans' growing client base includes insurance companies, corporations, governmental bodies and Law Firms.

Customer Situation

MTI has recently relocated its call center operation to a new 13,000 ft. facility in Pompano Beach, Florida. However, due to continuing construction at the new site, the firm's administration staff and senior management have had to take leased space in a local business park.

The company needed a cost effective solution that would allow the seamless extension of the LAN as well as the retention of all telephony features and functionalities to which the administration staff were accustomed.

The challenge to the company's IT department was how to preserve the company's highly evolved voice and data integration capabilities during the construction phase. Management's complete reliance on the incumbent LAN infrastructure meant it was critical that all systems continued to function normally during the migration process.

The Celtic Communications Solution

Celtic Communications recommended a solution harnessing Cisco Aironet wireless networking technology in tandem with Comdial's robust IP convergent platform, the FX II.

Wireless antennas strategically positioned at each building enabled the establishment of a secure, high-speed, point-to-point data link. This low latency IP transport mechanism allowed the expansion of data network to the remote office.

Celtic Communications further leveraged the inter-office link by deploying an FX II system at the remote office and integrating it with the FX system at the main site. This enabled all staff at the remote location to retain their internal and external extension numbers. Voice-mail, fax-mail and ACD monitoring capabilities were also preserved, allowing effective operations management to continue uninterrupted despite geographical separation.

- Cisco Aironet
- IP-FX11



Cisco Aironet: a scalable foundation for wireless VoIP

Benefits

- "Single Office" experience over a geographically distributed footprint
- 4 digit interoffice dialing
- Centralized Voicemail
- Desktop faxing
- Personal Voice & Fax DID numbers
- Real-time monitoring of call traffic conditions across the enterprise
- Centralized Management
- Constant connection to all network resources
- Integrated management tools for rapid configuration
- Low Total Cost of Ownership

"Business continuity and communications reliability are paramount for our business. The wireless Voice over IP solutions delivered by Celtic Communications has allowed our company to operate without costly interruptions. This new systems means Business as Usual as our company continues to grow."

**Cem Kus
CEO, MTI Medi-Trans**

To learn more visit us on line at:

<http://www.CelticCommunications.com>