



CASE STUDY: **Village of Rosemont, IL**

Industry: Municipality

Services Provided: Connectivity, Centralized Management

Rosemont is a village in Cook County, Illinois, located immediately northwest of Chicago. The municipality migrated from a legacy PBX phone system to a cloud-based, unified communications and collaboration services (UCaaS) platform, covering 15 sites and more than 500 users.

The Challenge

In 2022, the Village of Rosemont, IL, was forced to update its municipal phone system. The legacy PBX offered by its local POTS provider had reached end-of-life and was being discontinued. Not only did the village require a reliable solution that could address the needs of a city-wide migration, but IT leadership also wanted a partner who could help lower costs, identify, and deploy new carrier services, and provide a centralized portal through which they could manage communications, system performance, and access real-time insights into call volume, expenses, and other data. Also, an imperative mission requirement was to ensure a seamless, simple transition for end-users: city employees responsible for critical constituent services.

The Solution

Advantage Communications Group led a sourcing, procurement and deployment process focused on modernizing communications, increasing reliability, lowering costs, and streamlining management. The process, which currently includes ongoing support, allowed the Village of Rosemont to transition away from a costly, inefficient, and outdated legacy infrastructure to a next-generation cloud communications services platform from Vonage. Advantage also secured a new POTS carrier partner that offers traditional telecom connectivity services at a significantly lower price point.



The new POTS implementation, coupled with Vonage UCaaS, delivered a savings of almost \$7,000 per month – a nearly 40 percent reduction in costs.

Deploying Advantage Communications Group's Command Center platform enables centralized management of ordering, inventory, and expenses for all the city's telecom operations. These services are now managed through a single "pane-of-glass" that provides real-time visibility of actionable insights and critical business intelligence for 15 sites, including City Hall, Department of Public Works, and the Allstate Arena.

OUTCOMES

✔ **39.1 PERCENT REDUCTION IN COSTS,**
saving an average of \$7,000 per month

✔ **INCREASED AGILITY AND OPERATIONAL EFFICIENCY**
through simplified system-wide management

✔ **VISIBILITY AND BUSINESS INTELLIGENCE:**
real-time access to actionable insights relating to expenses, system performance, inventory, and consumption via Advantage's Command Center

✔ **HIGHER QUALITY OF SERVICE,**
reliability, and user satisfaction

✔ **VENDOR CONSOLIDATION:**
Advantage Communications serves as a single point of contact for IT Leadership

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