

Civil & Environmental Consultants, Inc.

Communications investment supports ongoing expansion and happy clients.

“The ALE OmniSwitches are very cost effective and very reliable. No matter where we’ve gone, or what we’ve done, we’ve been able to take the ALE OXE phone system with us.”

Brian Heinack, IT Director
Civil & Environmental Consultants, Inc.

Civil & Environmental Consultants, Inc. (CEC), an engineering and science consulting firm headquartered in Pittsburgh, Pennsylvania USA, sought a technology investment to support years of expansion and critical customer interactions. Today with 1,150 employees across 23 locations CEC continues to evolve, using communications to move business forward in changing times.

CHALLENGES

A number of years ago CEC began looking to replace its nearly two-decade old phone system. As business grew, they discovered **Alcatel-Lucent Enterprise** solutions were robust, reliable and built to support on-going growth. Integrator **Communications Consulting Inc. (CCI)** guided them with knowledge to enhance their investment with features and programming that delivered more bandwidth and simplified day-to-day business activities.

ACTION

CCI introduced the **Alcatel-Lucent OmniPCX® Enterprise (OXE)** when CEC went to bid for a new phone system. The OXE has grown with the business, delivering a mix of IP and analogue phone capabilities, offering flexibility when adding offices. CCI has helped CEC to discover and activate features like one-button call forwarding, auto routing services for live person pick up, and universal four-digit extension.

A parallel investment in **Alcatel-Lucent OmniSwitch® Stackable LAN Switches** created an enhanced network environment to accommodate growth. The switches let CEC easily add and tie together switches to run 10G backplanes over fibre on each floor in locations with more than 100 employees. Network management is done remotely by the four IT employees using **Alcatel-Lucent OmniVista® Cirrus Network Management as a Service**.

Recently, employees leveraged **Rainbow™ by Alcatel-Lucent Enterprise** as an extension of their desk phone lines to safely and effectively work from home, maintain projects and operations and provide integration with Microsoft® Teams. And today on-the-road employees also benefit from this functionality.

“CCI has managed all the implementations and has been an excellent partner for us. They take care of our needs and asks and are very responsive,” noted Heinack.

PRODUCTS AND SOLUTIONS

[Alcatel-Lucent OmniSwitch 6560 Stackable Multi-Gigabit Ethernet LAN Switch](#)
[Alcatel-Lucent OmniSwitch 6900 Core and Data Centre Network Switches](#)
[Alcatel-Lucent OmniVista Cirrus Network Management as a Service](#)
[Alcatel-Lucent OmniPCX Enterprise Communication Server](#)
[ALE DeskPhones](#)
[Rainbow by Alcatel-Lucent Enterprise](#)

RESULTS

Technical benefits

- OmniSwitch products deliver reliable and consistent 10G broadband
- Network management and product updates simplified with OmniVista Cirrus cloud network management
- OmniPCX Enterprise **built to grow as business requires**, adapting to a range of IP and analogue services
- Call forwarding tree assures clients speak with a live person when sites experience an outage, for example; inclement weather, staff unavailability due to virus exposure

Financial benefits

- ALE solutions are half the cost of previous network and deliver dependable quality
- OXE extended remote access saves cash by leveraging simple handset installations at locations without needing to install another system
- Switches are reliable, cost-effective and seldom fail; A **downed network can cost six-to-ten thousand dollars per hour** for CEC business

User experience benefits

- **Employee favourite features:** “15 years later, these are still game changing features for employees,” says Heinack: External dial-by-name keypad across locations ease daily communications; 4-digit dialing; Call-back busy button
- Virtual extensions for employment verification voicemail and IT Help Desk enrich external interactions

WANT TO TALK WITH SOMEBODY?
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Customer Story

MARKET: **ENTERPRISE**

COUNTRY: **USA**

COMPANY:

DEAL IMPLEMENTED: **MARCH 2022**

NUMBER OF USERS: **1200**

CEC ENGINEERING