

Garrett County's Department of Technology and Communications (DoTCom) is responsible for streamlining efficiency in county government and providing excellent services to county residents and other governmental departments/agencies while saving the tax payers' money.



The Challenge

Garrett County needed to replace aging key based systems at various physical locations throughout the county to connect numerous government agencies together and reduce telecommunication costs. Additionally their old PBX platform lacked support and had limited voice mail options.

The Solution

eZuce's Uniteme open software defined unified communications solution platform provided government employees with a more effective communication system and reduced operational expenses by decreasing the amount of PSTN connectivity at each location.

The Benefits

- One communications platform
- Centrally managed
- Highly cost effective
- Reduced hardware & support
- Ability to scale as needed
- Flexible solution

“ I can manage our entire communications system from my desk or on the go via my smart phone. Thanks to Uniteme, our telecommunications infrastructure is now a centrally managed and cost effective IT solution. ”

Nathaniel Watkins, CIO