

CASE STUDY

Community Services Group calls on Premier Companies, LLC to help them meet the needs of the individuals they serve with a Cisco Unified Communications platform

Challenge

Community Services Group (CSG), founded in 1972, provides quality community-based intellectual and developmental disability (IDD) and mental health services throughout Central and Northeastern Pennsylvania.

Headquartered in Mountville, Pennsylvania, their dedicated team of professionals had expanded to over 1,700 employees in over 19 counties statewide, through the merger of several different programs and through organic growth. With this growth, CSG had a network of branch sites that relied on separate and incompatible voice systems with limited capabilities, proving to be ineffective. The system was also hampering their ability to service the increasing number of locations, as well as their mobile employees due to the fact that it had reached maximum capacity and was no longer supported by the manufacturer. CSG, a committed organization that takes pride in providing services, which empower individuals and promote independence and wellness, knew they needed to follow their own mission and called on Premier Solutions Group Cisco Practice to deploy an innovative telecom solution that would meet their expansion goals.

Solution

Premier Companies, LLC sourced Cisco Unified Communications and WAN Routing for CSG to meet their goals for continued and successful growth for them, as well as their clients, to enable them to reach their full potential.

To meet CSG's goal to update and improve the communications system at their Headquarters, a new Cisco Unified Communications platform was proposed to replace the existing voice system at Headquarters. Connecting major branch locations via a high-speed Wide Area Network (WAN) was an essential upgrade for CSG. Premier Companies, LLC proposed a solution that would connect the six major locations, including Headquarters, via an MPLS WAN.

A tertiary goal was to lay the groundwork for a communications platform that could be extended to branch locations to allow for inter-location dialing over the WAN.

Community Services Group

Mountville, Pennsylvania

Established: 1972

Business: Social Services Provider

Serving over 19 counties statewide with over 1,700 employees