

CHESAPEAKE TELEPHONE SYSTEMS



CUSTOMER EXPERIENCE



"During our 20 year relationship with Chesapeake, they have played a major role in helping us expand our retirement community. They make sure our communications keep up with us..."

Dennis Hunter
VP, BrookeGrove



BrookeGrove Retirement Village

A tradition of caring and excellence

For more than half a century, Brooke Grove has been a leader in providing a continuum of care for older adults. From its 220-acre campus in Montgomery County, it has expanded to offer assisted living, rehabilitation, skilled nursing, Alzheimer's services, and respite care. Doing all this requires reliable voice communications, and Chesapeake Telephone has been on call with Brooke Grove for 20 years, supporting the Foundation's growth to better serve the community.

Customer Highlights

- Vertical - Healthcare
- Geriatric services
- Multi-building campus

Solution Overview

- Mitel MiVoice Business phone system
- 400+ digital phones
- Cisco Switches
- Wireless Access Points
- SpectraLink wireless phones
- Fiber, Ethernet & Wireless infrastructure
- Power over Ethernet (PoE)
- Centralized Attendant & Voicemail
- Integrated overhead paging

Key Advantages

- Mobility for staff
- Cost savings
- Centralized dialing plan
- CTS local support

Building a foundation for the future

Initially, Brooke Grove used small key telephone systems and Centrex service to connect sites across its sprawling campus. As Brooke Grove added new care services, it outgrew this arrangement and called in Chesapeake for a better solution. Chesapeake designed and implemented a master plan to meet the Foundation's growing communications needs, starting with a fiber infrastructure between buildings and wireless bridges to extend communication throughout the campus. Communication is now centralized with a Mitel MiVoice Business phone system.

Adding mobility & unifying communications

With a centralized telephone system, Brooke Grove now has unified voice mail and one answering position. The same Ethernet cabling used for their local data networks is also used to power their phones, saving on separate wiring costs. Chesapeake also added integrated paging to enable convenient broadcasts from any phone on the campus. Mobility was further enhanced with Wireless access points to serve wireless IP phones as caregivers move between buildings.

Continuing on the right path

Chesapeake continues to be involved with Brooke Grove's rapid expansion. The addition of wireless access points covers campus hiking and biking trails in case residents need emergency assistance. A recent 60,000 square foot expansion was completed. As Brooke Grove evolves to meet new community needs, Chesapeake will be there to help them stay on the right technology path.

CALL TODAY!

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CHESAPEAKETELEPHONE.COM