



State Attorney's Office
Hillsborough County
Thirteenth Judicial Circuit

Industry Focus: Legal

Size: 352

Location(s): 3

PAETEC Solution:



Business Continuity Solutions



Communications Solutions

Web Site: www.sao13th.com



"We work with PAETEC because we have similar business philosophies and a similar goal: to provide our customers with personalized solutions."

Yvonne Fry

President

Lines of Communication

PAETEC and Partner Pair Up for a Personalized Solution

About the Florida State Attorney's Office, 13th Judicial Circuit

The State Attorney's Office for the Thirteenth Judicial Circuit of Florida serves Hillsborough County, encompassing the city of Tampa, Temple Terrace, and Plant City. Mark Ober, the Thirteenth Judicial Circuit of Florida's current State Attorney, along with numerous Assistant State Attorneys, prosecute criminals throughout the county.

The State Attorney Office's staff is currently comprised of over 350 employees at three locations, including over 120 attorneys and 12 investigators. Its mission is to ensure that justice is accomplished in all matters relating to the prosecution of criminal offenses. While it must remain vigorous in guarding the rights of all individuals who have contact with the criminal justice system, the protection of the citizens of Hillsborough County is its foremost consideration in whatever task it is pursuing. It also zealously advocates for the rights of victims of crimes committed within its jurisdiction.

“What immediately impressed us was that PAETEC recognized that its success is ultimately based on satisfying customers, and it showed that in its actions and through its attentiveness and response to our questions and concerns.”

Mark Ober
State Attorney
*The State Attorney's Office for the
Thirteenth Judicial Circuit of Florida*

The Challenge

An ever-increasing number of cases being handled by the State Attorney's Office for the Thirteenth Judicial Circuit of Florida led its employees to seek new ways to increase efficiency in their business practices. “Caseloads in this circuit continue to increase, and it is important, especially in these economic times, to be fiscally responsible and make the best use of technology to find innovative and more efficient ways to serve the public,” said Ober.

For that reason, the State Attorney's Office acknowledged that its aging network infrastructure was no longer capable of handling the rigorous demands placed upon it. The T-1 capability of the main office was sufficient – if not ideal – but the antiquated infrastructure of the two other offices underperformed greatly. The inability to research case law and perform Web and video conferencing with other agencies from these sites was an issue that needed to be addressed.

The Solution

The first step taken by the State Attorney's Office towards upgrading its network infrastructure was to reach out to Lines of Communication (LOC). LOC, a full service telecommunications consulting company and a PAETEC Authorized Agent, serves hundreds of companies in and around the Tampa Bay area. LOC's first step was to perform an audit of the State Attorney's Office's entire network.

The audit uncovered a number of areas for concern. For instance, it revealed old T-1 circuits that were provided by the incumbent but never disconnected which were still incurring charges, as well as a multitude of excess phone numbers that simply redirected to various staff members. Thus, the audit resulted in some immediate benefits for the State Attorney's Office. Its costs were reduced and all calls were set to ring directly to the right people, resulting in an immediate upturn in customer service.

The audit also revealed a Cisco CallManager providing IP telephony services and a standalone Interactive Voice Response (IVR) at the main site, as well as the fact that each of the two remote offices had its own PBX, independent of the main site. In addition, the audit helped LOC to see what needed to be done to help the State Attorney's Office in the long-term.

Following the audit, LOC teamed with PAETEC to devise a personalized solution. “At the time we knew little about PAETEC,” said Ober. “What immediately impressed us was that PAETEC recognized that its success is ultimately based on satisfying customers, and it showed that in its actions and through its attentiveness and response to our questions and concerns.”

Next, one of PAETEC's expert Network Design Specialists (NDS) collaborated

PAETEC AND PARTNER PAIR UP FOR A PERSONALIZED SOLUTION

“When I started this project I thought I would probably need to compromise. But LOC and PAETEC worked with me to create a personalized solution which not only met my needs but my budget as well.”

Dick Donahoe

Executive Director

*The State Attorney’s Office for the
Thirteenth Judicial Circuit of Florida*

with LOC and the State Attorney’s Office to devise a plan to provide a fully networked Dynamic IP solution. “The customer already had the basic components to deliver an integrated IP-based voice and data solution; however, the customer’s existing provider had never suggested moving forward in this way,” said Jeff Hosman, the PAETEC NDS on the project. “Once we understood the existing network and customer requirements, it became clear that the solution was to capitalize on the existing Cisco CallManager to provide network-wide voice communications and to engineer the network to provide both circuit loop and Network Central Office diversity.”

This approach required upgrading the existing frame relay network to high capacity dynamic MPLS Ethernet bandwidth and utilizing PAETEC’s IP backbone and soft-switch to route traffic. “MPLS brings a number of efficiencies over frame relay,” said Hosman. “Immediately, the customer is getting a fully meshed solution by virtue of the connectionless topology of MPLS. In addition, there is no need to build or administer specific routes between sites in the network or determine Committed Information Rates. The frame relay requirements to make certain bandwidth Discard Eligible to accommodate potential congestion issues in the providers’ network are gone forever.”

The Benefit

Thanks to inherent Quality of Service (QoS) on the PAETEC MPLS network, the State Attorney’s Office gained the ability to dynamically allocate bandwidth for voice and data applications on demand. As a result, not only is the State Attorney’s Office now able to download large files quickly across its network,

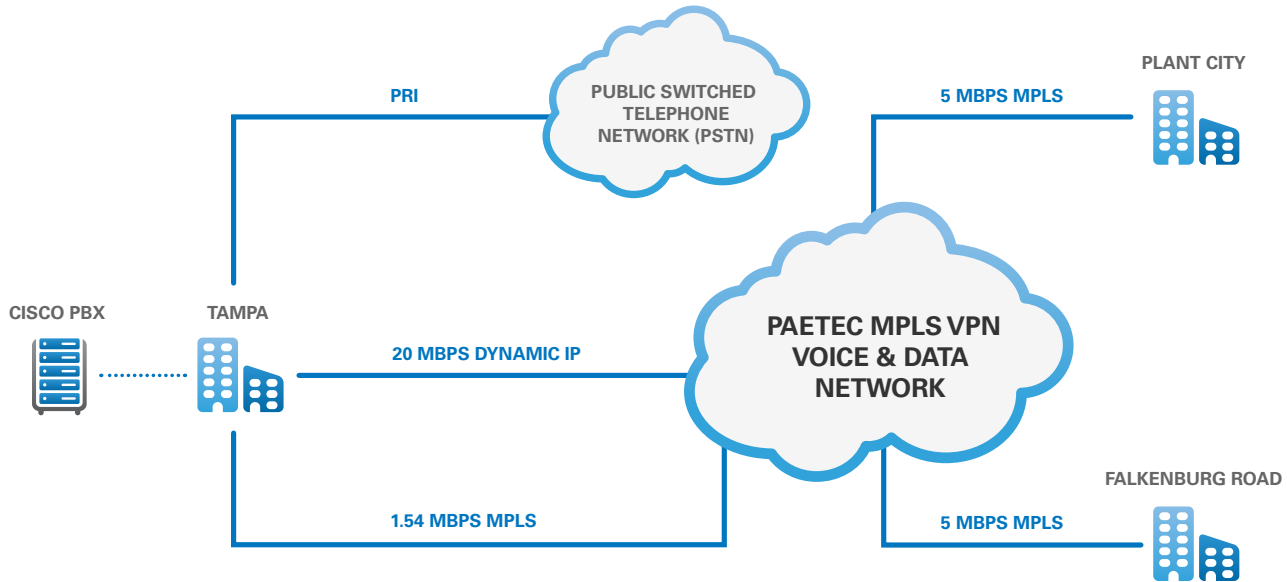


but it also gained the ability to utilize its preexisting Cisco CallManager for network wide calling capability. Additionally, IP phones, network-wide features, and PSTN access via PAETEC’s soft-switch can now be deployed.

On top of that, the two existing PBX systems at the remote sites have been decommissioned. Diverse routes into the host site provide the reassurance of backup and increased bandwidth at the remote sites makes for a truly cohesive infrastructure between offices.

Dick Donahoe, executive director for the State Attorney’s Office, admits to being a little surprised by just how well everything turned out. “When I started this project, I thought I would

PAETEC AND PARTNER PAIR UP FOR A PERSONALIZED SOLUTION



probably need to compromise," said Donahoe. "But LOC and PAETEC worked with me to create a personalized solution which not only met my needs but my budget as well. That's a refreshing change and I am very pleased, not only with what's been proposed, but with how we worked to define the solution."

Ultimately, the positive results of the application installed at the State Attorney's Office for the Thirteenth Judicial Circuit of Florida have greatly reinforced LOC's admiration of

PAETEC. "We're really pleased to be working with the State Attorney's Office and would love to expand our business in this sector," said Yvonne Fry, president of LOC. "We work with PAETEC because we have similar business philosophies and a similar goal: to provide our customers with personalized solutions. Many companies talk about it, but few can actually make it happen. PAETEC does, and here is testament to what can be achieved when the concept of personalized solutions gets put into action."

Solution Personalized for the Florida State Attorney's Office, 13th Judicial Circuit:



Business Continuity Solutions

- Ethernet Local Loop
- Dynamic IP
- MPLS VPN



Communications Solutions

- Dedicated Internet
- Local
- Long Distance

About PAETEC

PAETEC (NASDAQ GS: PAET) is personalizing communications for business-class customers across the United States. We offer a comprehensive suite of data, voice, and IP services, as well as enterprise communications management software, network security solutions, CPE, and managed services.

Contact Us

877.472.3832 • www.paetec.com • info@paetec.com