City of Kentwood Prepares for Future Growth and Services with Next-Generation Communications System

The Via Group, Ribbon and Microsoft Put Mobile, Unified Communications to Work for City of 50,000

Customer
Kentwood is a progressively managed city in Kent County in the U.S. state of Michigan.

Challenge
Small cities like Kentwood, Michigan, are the cornerstone of the future as more people move into urban areas each year. The migration of citizens into urban areas is driving the need for new enhanced service capabilities. As Kentwood has discovered, competing with big-city services and conveniences can be a challenge on a small-city budget.

Kentwood Connects with Innovation… and Savings

Solution
Ribbon's Session Border Controllers (SBC) were part of a complete communication solution deployed by Via Group. Kentwood leveraged Microsoft's CityNext program to choose a Microsoft Skype for Business solution (aka Lync) to better connect the city's employee. Via Group choose Ribbon SBCs to integrate the city's multiple sites, provide secure access to the public telephone network and thwart potential threats to the city's communication network.

Result
Kentwood's Skype for Business solution delivers a secure, mobile-first real time communications system for every city department including police, fire, parks and recreation and city governance. Skype for Business provides voice, video conferencing, desktop sharing, unified email and Instant Messaging. Ribbon SBCs connect and secure every aspect. City employees can more rapidly engage with their peers, across sites and departments. Citizens benefit from a more responsive local government.

Ribbon's SBC
The City of Kentwood, needs their communications system to be secure from threats and work flawlessly. Voice quality has to great and advanced services must work as expected. A Ribbon SBC assures Kentwood that their network is always ready, even under emergency situations, when session volume is extremely high.

Testimonial
"Ribbon's SBC have demonstrated time and time again that they are able to stand up to heavy call volumes without blinking, It's nice to be able to tell a customer that they can rely on their network because they're using the same SBC technology as the world's leading telecommunications networks."

Greg Maynard, Unified Communications Specialist at The Via Group

Government Case Study