PBC Connect

Unified Communications - multiple communication tools in a single, unified system

Cost-Effective VoIP Telephony Services

PBC Connect allows you to cost-effectively connect to the County-owned and operated communications core for advanced telephony services.

ELIGIBLE ORGANIZATIONS

Government, Education, Nonprofits and Healthcare

INTERNET ACCESS

Palm Beach County has multiple partners and providers, including the Florida LambdaRail, that enable cost-effective solutions.

DISASTER RECOVERY

There are multiple options for disaster recovery, and PBCnet can provide both the necessary transport as well as DR services.

EXPECTING AVAILABILITY TO CUSTOMERS IN OCTOBER 2016

- Upgrade your legacy telephone system with a modern unified communications system at a reduced cost and complexity
- Provides VoIP Telephones, Web and Video Conferencing
- Integration with Outlook email system with preferred device option
- Mobility Features for smart phones and tablets with single number reach
- Presence Awareness, Call Control and Chat (Instant Messaging)
- Collaboration Tools for desktop integration and sharing
- Contact Center Module

PBC Connect with our partner, Unify, Inc. (an Atos company), is the latest generation of telecommunications technology for Voice over Internet Protocol (VoIP). Our new OpenScape Unified Communications (UC) System will also pay for itself in less than 5 years through cost savings from discontinued leased circuits and lower system maintenance costs.

This UC OpenScape platform enhances standard telephone services by converging communications and applications, improves efficiency by expanding communication services to personal computers and smart phones, and connects co-workers, customers and vendors through collaboration tools. The enhanced technical functionality and features offered by the UC system such as video conferencing, instant message, single number presence and contact center capabilities will provide the ability to better serve the public.

ISS currently maintains some 10,000 telephones in over 380 separate locations used by all departments and constitutional offices comprising Palm Beach County government. The UC OpenScape system is consolidating the mixed environment into one modern centralized environment, which is highly reliable and less costly to maintain.

IT Partnership Opportunities

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Palm Beach County Information Systems Services

Archie Satchell, Chief Information Officer
301 N Olive Avenue
West Palm Beach, FL 33401
(561) 355-3275
www.pbcgov.com

Palm Beach County Board of County Commissioners

Dave Kerner, Mayor
Robert S. Weinroth, Vice Mayor
Maria G. Marino
Gregg K. Weiss
Maria Sachs
Melissa McKinlay
Mack Bernard

Palm Beach County Administrator

Verdenia C. Baker

Visit our website for a full listing of available services:

http://www.pbcgov.org/iss/partnering

Comprehensive upgrade of voice services

- Reliable and secure communications
- Training availability and 24/7 support
- System backup and redundancy
- Scalable infrastructure for future technology planning and projects
- Minimal capital outlay for licenses and VoIP desk phones
- "Breakeven" hosting fee

More than ever, organizations are controlling expenses, eliminating duplication and looking for ways to collaborate; all with the intention of providing better service while maximizing taxpayer dollars.

Most of Palm Beach County municipalities are already connected to the County's fiber-optic and WiMax network, principally for internet access.

Having support 24/7 is a requisite for any critical infrastructure today. PBCnet has a dedicated local team of professionals who monitor the networks and provide responsive, business-class customer service.

SERVICES AVAILABLE

- **Assessment** of Network readiness and financial feasibility
- Voice and Telephony
- Conferencing
- Messaging
- Presence and Chat
- Clients
- Contact Center*
- Technical Support 24/7

*Contact Center is a separate module within the UC OpenScape system to seamlessly manage routing, tracking and handling of inbound and outbound calls, call backs, email, web collaboration, voicemail, fax and social media. It provides a single, unified client for administration, management, and historical and real-time reporting to simplify operations.

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CONTACT INFORMATION

Michael Butler, Director
Network Services Division
(561) 355-4601
mbutler@pbcgov.org