



From campus access control, shooter detection systems and life safety systems to communications infrastructure, clients rely on SIGNET's technology vital solutions.

Our solutions:

- improve the way in which our clients communicate with customers, employees, suppliers, vendors and satellite offices
- are custom designed based upon unique needs of each client
- guarantee optimum system performance.

Telecommunication Systems SIGNET provides phone systems designed to improve the way organizations communicate locally, nationally and globally. System technology includes:

- call center applications
- voicemail
- voice over IP unified messaging
- call accounting systems.

Our application specialists can design the system to fit any and all business requirements.

School Telecom/Master Clock

SIGNET understands the communication demands of schools. Our total classroom

solution, the Rauland Telecenter U® network-based platform, includes:

- hands-free intercom
- one-touch call-in
- built-in master clock and atomic time.

Our IP system solutions feature:

- network simplicity
- simplified maintenance
- reduced technical training with simplified remote system access over the Internet, WAN or via modem.

Shooter Detection Systems

SIGNET designs, installs, and services active shooter detection solutions, which provide immediate and precise location information to security professionals and first responders. SIGNET will seamlessly integrate the fully-automated system into your existing infrastructure.

Public Address/Paging

There are times when it's necessary to communicate to large and widely dispersed groups within a facility or across campus. SIGNET's paging solutions allow for quick

and effective dissemination of information and instructions for the orderly management of any event.

Premise Cabling

SIGNET's infrastructure expertise can be applied to all network cabling needs including:

- voice and data
- CATV / Coaxial Cable
- telecommunications
- wireless access points
- Voice over Internet Protocol (VoIP)
- integrated security cabling
- Audio Visual cabling
- building automation cabling
- fiber optic cabling
- fiber optic terminations
- fiber fusion splicing
- underground cabling
- overhead cabling
- complete testing and certification.

Service

SIGNET understands how vital your communications infrastructure is to your business operations which is why we prioritize all aspects of customer service. Members of our Service Department handle every request promptly and with expert care. All of our technicians are security cleared and product certified, which gives our clients peace of mind on every installation.

Services offered include:

- first-class client response
- emergency support
- vendor product service escalation available
- on-site and remote troubleshooting and diagnostics
- one of the largest service fleets in New England
- dedicated project managers for coordination of installations
- dedicated training staff

- 24/7/365 response
- customizable maintenance plans (hardware, software, labor)
- IP network assessments
- free dial tone review and assessment to ensure proper utilization of phone service
- remote telephone support and diagnosis

Products

SIGNET's partners with world-class technology providers that meet evolving communications challenges with best-in-class solutions, and a technical support center that stands behind what they sell, by training SIGNET's application specialists and technicians. Some of our strategic technology partners include: Rauland, NEC, BIAMP Systems and Shooter Detection Systems.

SIGNET CASE STUDY

Central Maine Medical Center, Lewiston, Maine

Challenge

Central Maine Medical Center (CMMC) is a 250-bed tertiary medical center located in Lewiston, Maine. CMMC is a part of the Central Maine Medical family which includes the Central Maine Heart and Vascular Institute, Bridgton Hospital, Rumford Hospital and multiple hospital-employed physician practices located in 19 communities through central, western, and coastal Maine.

CMMC was planning major additions to its campus, providing an opportunity for CMMC to review upgrading their NEC telecommunications infrastructure for enhanced features, better management, and migrate to Voice over IP technology to lower the total cost of ownership, and upgrade the architecture to handle the increased traffic that would result from the expansion.

It was crucial that CMMC's upgrade/migration be conducted without impact to existing operations and patient care.



Solution

SIGNET developed a comprehensive phased telecommunications upgrade/migration of five existing NEC 2400 PBXs. These encompassed over 5,000 extensions that were fusion networked with over 200 ACD agents using Agent Anywhere technology to the UNIVERGE SV8500 Unified Communications for Enterprise (UCE) platform.

IP phones and IP softphones were being deployed, a new web-based UCE Manager tool was installed, and NEC's Wireless MH160 handsets were provided, increasing coverage using CMMC's WiFi network in the new ER and laboratory to effectively connect patients, staff and caregivers.

SIGNET's upgrade/migration approach and the implementation was a success in delivering the next generation technology while preserving CMMC's existing telecommunications investment.