

The Power of **ONE** Communications



SIGNET is dedicated to providing the utmost in stable, dependable communications infrastructure that is vital in today's business world.

Our products and services consistently improve the way in which our clients communicate with customers, employees, suppliers, vendors and satellite offices. SIGNET systems are custom designed based on the unique needs of each client. By offering ongoing maintenance, testing, and upgrades, we can guarantee optimum system performance for the present and the future.

Telecommunication Systems

While electronic technology has changed the way the world communicates, the telephone continues to be the most effective means of contact with customers and business partners. Incorrect call routing and disconnections are frustrating and can result in lost business. SIGNET provides unsurpassed phone systems designed to improve the way organizations communicate locally, nationally and globally. From call center applications to voicemail, from Voice over IP unified messaging to call accounting systems, our application specialists can design the system to fit any and all business requirements.

School Telecom/Master Clock

SIGNET understands the priority communication demands of schools. From hands-free intercom, one touch call-in to built in master clock and atomic time, we have a total classroom solution on a single system. IP system solutions are designed for network simplicity and cost reduction, resulting in simplified maintenance and reduced technical training with simplified remote system access over the Internet, WAN or via modem.

Public Address/Paging

Whether planned or unplanned, there are times when it's necessary to communicate to large and widely dispersed groups within a facility or 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 can handle all infrastructure 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 and is prepared to offer outstanding client care and support through our professional, knowledgeable, and experienced Service Department. From your first contact to the final resolution, you will be treated as a valued client and will have confidence that your request is being handled promptly and with expert care. You will have peace of mind knowing that our technicians are factory trained and certified.

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 Fleet of Service Vehicles 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

As the world of technology constantly evolves, your organization must partner with a Technology Provider that has experienced application specialists that can expertly recommend solutions from a vast array of technology choices that best fit your needs. SIGNET's philosophy is to partner with world-class technology providers that meet these changing 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.

www.rauland.com



www.necunifiedsolutions.com



www.biamp.com



www.hubbell.com



www.sapling-inc.com



Service • Life Safety • Integrated Security • Communications • Healthcare Communications • Audio Visual

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 then 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. Overall, CMMC will be able to deliver enhanced services expected in the changing information healthcare environment while reducing the total cost of ownership of their telecommunications infrastructure.

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

