

Government Communications Done Right: Intorrent Technologies' VoIP Phone Solutions Increase Efficiency in the Public Sector

Intorrent Cyclone Phone System Delivers Easy-to-Use, Practical Features that Help Local Governments Operate More Effectively

Grand Rapids, MI— Jim LaPeer, Treasurer of Cannon Township, knows a thing or two about telecommunications. During a three-decade long career in IT, including department management and systems engineering roles, he leveraged new technologies to make doing business easier. Keeping his eye on developments in Voice over IP (VoIP) for small operations, he realized Cannon Township's phone system—an older analog solution—was no longer cutting the mustard.

"The old voicemail system was wearing out," said LaPeer. "It was difficult to get into from outside the building, and we didn't have the ability whatsoever to forward calls outside the premises."

Soon after his realization, LaPeer was connected to Intorrent Technologies, a provider of Asterisk-based VoIP solutions, through VanBelkum Companies. As Intorrent's Western Michigan partner reseller, VanBelkum worked with LaPeer to find a better way for Cannon Township to communicate internally and to its constituency, 13,000 people on the north side of Grand Rapids.

Intorrent Cyclone, one of Intorrent's flagship VoIP solutions, was identified as an ideal fit. With specialized training from VanBelkum, the Cannon Township staff was able to use the upgraded system immediately after deployment. "The transition to our new Intorrent system was a smooth, flawless process. We had excellent training from VanBelkum; on day one, we were using the system as effectively as the prior legacy system."

Optimized by Intorrent, Cannon Township uses essential business features like voicemail-to-email, conferencing, virtual mailboxes for remote officials and call forwarding to a cell phone. "The thing I find most useful is that the system sends me an email if I'm not there to answer the phone. The email contains the voicemail file and I'm able to click on it and listen no matter where I am."

Darrell Hensley, Intorrent Technologies Managing Partner, said, "Intorrent empowers local governments to communicate and operate more effectively than ever before. With Cloud, premise and hybrid VoIP solutions loaded with easy-to-use features, we help officials make their cities and towns better places to live and work, and all for a very taxpayer-friendly price."

See the Story: Cannon Township



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About Intorrent Technologies

Intorrent Technologies specializes in Asterisk-based VoIP deployments for small- and medium-sized businesses. Cloud, premise or hybrid, Intorrent's solutions and expertise helps companies from any industry optimize their communications and lower costs. In the flood of communications technology, businesses keep cruising with Intorrent Technologies.

Visit www.intorrent.com for the new value proposition in communications.

