CASE STUDY:

New Mexico
Workforce Connection

PanTerra Networks
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COMPANY PROFILE

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New Mexico Workforce Connection (NMWC), previously New Mexico Workforce Management, is a progressive government agency located under the Eastern Area Workforce Development Board (EAWDB) formed in 2000 under the Workforce Investment Act (WIA) of 1998. The EAWDB currently serves twelve counties on the East side of New Mexico.

NMWC is focused on delivering superior customer service to the state of New Mexico employees while providing fair guidelines for employers. This highly transactional team is at the forefront of setting the benchmark for service expectations for government agencies and the rest of the state's municipal service organizations.

SITUATION

Government agencies like the New Mexico Workforce Connection have unique challenges that need to be address in order to deliver the service and responsiveness that's required to satisfy the people it was set up to serve.

Clear and frequent communications between staff members and with their clients is vital to efficiently assisting New Mexicans and others who work with New Mexico Workforce Connection. Traditional telecommunication solutions simply can't meet expectations and were unsatisfactory.

When PanTerra deployed the Streams unified communications system to New Mexico Workforce Connection, it enabled the agency to do more for less. With state government budgets being slashed all across the country, the deployment of Streams was a smart fiscal move and would be for any government agency looking to save money while better serving its constituents and the taxpayers.

CHALLENGES

The New Mexico Workforce Connection agency needed a new telecommunications system that was more effective and supported multiple modes of communication, but didn't cost any more than what they were currently paying. In addition to having multiple satellite offices around the state, NMWC had employees spread around the state working remotely.

In addition to standard office phone system features, NMWC needed a solution that supported the following features:

- Instant message, MobileMessage
- Call and IM Presence

- Extension calling
- Group extension
- Voicemail and group voicemail
- Automated after hours attendant
- External unlimited calling

SOLUTION

PanTerra's solution is the world's first completely cloud-based unified communications service designed for small and medium-sized enterprises (SMEs) consisting of geographically dispersed offices and or employees. The advantage of Streams' cloud-based delivery to NMWC was the addition of new modes of communication now available to staff, clients and new business prospects.

Since Streams seamlessly includes numerous communication services such as business voice, multimedia conferencing, web collaboration, fax, instant messaging, email, desktop share, and presence from one web interface, it addresses all SMEs" communication needs and eliminates the fragmented use and limited mediums their previous solutions offered.

David Brown, IT Manager, said, "PanTerra provided us with the perfect solution for our predicament. We need to cut back on our telecommunication costs, but at the same time we needed to better serve our clients, who want to engage with us on multiple modes. So we needed to handle email, text message, instant messages, and even faxes, on top of regular voice calls. The Streams unified communications platform was the answer."

BENEFITS

- Cut telecommunications costs
- More responsive to internal and external customers and to peers
- More flexible and mobile workforce with find-me-follow-me, MobileMessage, and MobileCall
- Instant access to people and information through instant message, presence, and find-me-follow-me
- Increased productivity - now doing more with fewer people
- Increased customer satisfaction

There are plans to roll Streams to other New Mexico state government service providers.