



CASE STUDY

Court of Appeals TRUSTUC & NETWORK UPGRADE



36% REDUCTION
in Monthly Telecommunications Costs



Challenges

An aging communications infrastructure led to rising costs and required ongoing maintenance, making it increasingly difficult to provide reliable voice services across nine district court locations.

Managing multiple telecommunications providers created operational inefficiencies, resulting in inconsistent service experiences, recurring billing issues, and added administrative burden.

Legacy phone systems and outdated networking equipment lacked the flexibility and scalability needed to support evolving technology requirements.

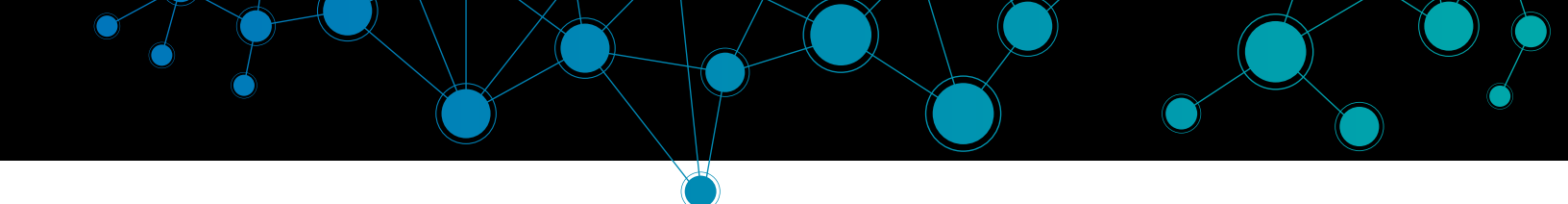
Limited reliability and inconsistent connectivity across locations increased the risk of service disruptions, impacting communication between courthouses and creating challenges for staff to support daily judicial operations.

About the Customer

Our customer is a Court of Appeals system serving nine district court locations. Every day, court staff depend on reliable voice communications and internet connectivity to support judicial proceedings, administrative operations, and seamless collaboration between personnel at multiple sites.

However, as technology needs evolved, the Court's communications infrastructure struggled to keep pace. The aging system became increasingly expensive to maintain, and coordinating multiple service providers led to inconsistent support, recurring billing challenges, and unnecessary operational complexity. At the same time, legacy equipment limited flexibility and required ongoing maintenance, making it harder to efficiently support daily operations across the district.

Recognizing the need for a long-term solution to these mounting challenges, the Court set out to find a trusted technology partner who could simplify vendor management, modernize its communications environment, and improve reliability, all while reducing operating costs. Most importantly, the Court wanted any transition to be smooth for staff and maintain uninterrupted court operations.



Telesystem's Solution

To address these challenges, the Court partnered with Telesystem to modernize communications across all nine locations with a scalable, future-ready solution. The first step focused on enhancing network connectivity: the main courthouse was upgraded with **Dedicated Fiber Internet** and **broadband failover** to maximize uptime for mission-critical operations, while each satellite location received **high-speed business broadband** for consistent, dependable connectivity throughout the district. To further reinforce this upgraded foundation, Telesystem deployed **managed network switches** at every location, creating a secure and reliable network to support the Court's evolving needs.

With a robust network in place, the Court was able to move forward with the next phase: transitioning to **Telesystem's TrustUC hosted communications** platform. This upgrade replaced the aging phone system with a modern cloud-based solution, giving staff the flexibility to call, meet, and message from virtually any device; whether working at the courthouse, at another district location, or remotely. To ensure a consistent and reliable user experience, **Poly Edge E550 IP phones** were also deployed across all courthouses.

To minimize disruption for staff, Telesystem implemented the modernization in carefully planned phases rather than replacing all infrastructure at once. This approach allowed legacy equipment to be retired gradually and gave staff time to adjust as new systems were introduced into their daily workflows. As a result, court operations continued smoothly; unnecessary capital expenditures were avoided, and employees enjoyed a seamless transition to the updated technology environment.

Ultimately, thanks to this carefully managed transformation, the Court now benefits from a fully modernized communications environment, all supported by a single trusted provider. By consolidating voice, internet, networking, and ongoing support under Telesystem, the organization eliminated the complexity of managing multiple vendors and significantly improved reliability and day-to-day technology management. Most importantly, this modernization achieved a **36% reduction in monthly telecommunications costs**, delivering immediate operational savings along with a scalable platform backed by Telesystem's 24/7 U.S.-based technical support team. With a modern infrastructure designed for long-term growth, the Court is now well-positioned to support staff, serve the public, and adapt to future technological needs with confidence.