

Cisco VOIP Installation Project

National Park Service (NPS) is an agency of the United States Department of Interior, a federal government, that manages all national parks, many national monuments, and other conservation and historical properties with various title designations.

Client: National Park Service

Location: Catoctin Mountain Park, Maryland

The Challenge

NPS at Catoctin Mountain Park (CATO) required assistance with upgrading their Cisco VoIP Telephone System located at its headquarter and two other remote locations. They required assistance with configuring and procuring all hardware and software to provide a turn-key solution. They also required training to CATO IT staff on how to administer the phone system and CATO employees on the use of the phones. They required the vendor to integrate various systems and ensure their functionality.

Our Solution

Accend provided a Technical Project Manager and a CCIE Voice engineer to assist the designing, implementation and post-installation support of Cisco Unified Communications Manager (CUCM) VoIP environment. Accend provided NPS CATO with a list of hardware and software NPS needed to procure for the project, including all licenses. The equipment were three (3) Cisco 4331 ISRs Voice gateways, forty (40) Cisco 8441 deskphones, two (2) Cisco 8831 Conference phones, two (2) Cisco 8851 desk phones, and over 50 CUCM and CUC licenses.

All installation and configuration were done remotely via Webex.

The Results


NPS CATO was able to get their Cisco VoIP HQ and two remote locations upgraded with the new Cisco VoIP system. Accend's Voice CCIE was able to configure all CUCM configuration (i.e., Device Pools, Dial Plans, Call Routing, Call ID and other features.etc.), provided administration guidance and training to CATO IT staff members, and also end user documentation was provided on how to use the new VoIP phones.


Technologies and Solutions:

- CUCM Servers
- Ad-hoc Conferencing
- Hunt Groups
- Call Management Plan and Subscriber Accounts
- Voicemail Profiles
- Three Cisco 4331 ISR IP Based Voice Gateways Router
- Unity Connections

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