

# Case Study

Industry: Religion

## First Presbyterian Church of Orlando

Project: New VoIP system



### The client.

Founded in 1876, the First Presbyterian Church of Orlando (FPCO) is the fifth largest Presbyterian church in the country with 4,700 members. It hosts some 10,000 visitors each year, and educates more than 800 children in its school.

The church spans two city blocks in downtown Orlando and consists of four buildings housing a 1,350-seat sanctuary and a school, as well as centers for counseling, fitness, child care, activities, and meetings.

### A major expansion.

Two of the church's four buildings are new and two were renovated as part of a master expansion plan. The new construction and renovation included a major upgrade in the church's communications. The older phone system provided basic features and functionality, but was out of date and no longer supported by its vendor. The data system was in good shape and ran over a fiber optic backbone.

"We wanted to be able to take full advantage of the reliability and capabilities provided by our existing fiber optic network, as well as find a system that was scalable, so it could continue to expand as we did," said Jack Walston, FPCO's director of facilities and IT.

In addition, the church wanted a system that could be managed easily without service calls and be a good value for the money.

### The VoIP solution.

After exploring multiple systems and vendors to bring its phone system up to date, Mr. Walston chose to work with Black Box Network Services, an authorized Mitel service provider.

Black Box provided the church with a full-featured voice over IP system (VoIP) incorporating the latest technology and advanced communications applications. The Black Box solution is based on two Mitel 5200 IP Communications Platforms, each scalable for up to 250 users.

"The Mitel systems are very user-friendly," said Jeff Work, Black Box senior account manager. "They are secure, reliable, and can be managed remotely. For example, First Presbyterian now has the ability to add or change users itself at any time, which significantly reduces network management costs."

To improve communications and to enhance security, Black Box installed phones in every classroom. In addition, Black Box installed wireless access points covering almost 75% of the campus, giving the security and maintenance staff mobility and accessibility.

"Mitel's wireless IP phones offer our staff greater mobility without losing access to the system's full-feature set," said Mr. Walston. "That's something our previous vendor just couldn't deliver."

In the next expansion phase, the church is planning to add an audio and Web conferencing application.

### The result.

By using a VoIP system, the church reduced its annual overhead, streamlined communications with on-site and mobile staff, and can now manage the system themselves. Another benefit of the new system is the use of the existing fiber optic network. It not only saved money in installation, it also provides the church with a backbone not subject to lightning damage, a real concern in Florida, the lightning capital of the U.S.

*"Needing to be a good steward of our donor dollars...I deal with vendors differently than most people do, but Black Box Network Services has done a great job. I really rely on them. They're very fast and handled everything in a superlative manner. It wasn't the lowest-priced system, but Black Box Network Services was quick to respond and the engineers were top notch. They really explained everything, and we got everything we asked for...and more."*

*Jack Walston, Director of Facilities and IT, First Presbyterian Church of Orlando*



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