# City of Benicia Moves to a Cloud-Based Phone System

*A successful move to cloud communications with Maverick Networks' support*

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# Background

The City of Benicia, located in Northern California, operates an extensive technological infrastructure managed by its IT Department. Responsible for ensuring consistent and reliable communications across various city departments, the IT team faced persistent operational disruptions caused by outdated communication equipment.



# The Challenge

Benicia's communication infrastructure relied heavily on legacy hardware, approaching a decade old. The system frequently experienced hardware failures, downtime lasting multiple days, and productivity losses due to difficulty sourcing replacement parts.

**According to Fwaak Manzoor, IT Manager for the City of Benicia:**

"Our hardware was eight to nine years old and started failing frequently. Finding replacement parts was challenging, and our system would sometimes be down for days, causing significant operational disruptions and delays."

# Identifying Key Requirements

The City of Benicia's IT department defined several critical requirements for a new communication solution:

**Reduced reliance on physical hardware:** The new system needed to significantly lessen the burden of hardware management on internal IT resources.

**Improved mobility and flexibility:** Employees required reliable access to communication systems remotely through mobile apps and laptop integration, enabling work continuity from any location.

**Reliable business continuity:** The chosen solution needed to mitigate risks associated with localized internet outages, allowing city departments to seamlessly continue operations from alternate locations if necessary.

# Selected Solution

With Maverick Networks' guidance, the city evaluated multiple providers and participated in solution demonstrations before selecting RingCentral, a cloud-based communication platform, based on the following attributes:

**Cloud Infrastructure:** By transitioning to the cloud, the responsibility for managing physical communication hardware shifted largely away from the city's IT team, significantly reducing operational complexity.

**Enhanced Mobility:** The platform supported physical phones, mobile apps, and laptop integration, which allowed staff to remain fully functional regardless of physical location.

**Built-in Continuity:** The cloud-based approach provided inherent business continuity features, ensuring communication systems could rapidly shift operations if any location experienced internet disruptions.

Manzoor outlined why they chose RingCentral:

*"Cloud-based meant less responsibility on us for hardware, and that was a major selling point. We wanted physical phones, but also mobile apps and laptop integration so staff could work anywhere. If our internet fails at one location, we can simply move and reconnect from another place quickly. That flexibility was huge for us."*

# Streamlined Procurement via OMNIA Cooperative Contracts

Maverick Networks facilitated the procurement process using an existing OMNIA cooperative purchasing agreement. By leveraging cooperative contracts, the city expedited internal approvals, simplified budgeting, and ensured predictable costs, eliminating typical procurement delays common in public-sector organizations.

> Manzoor explained the advantages:
>
> *"Using the OMNIA cooperative purchasing contract greatly simplified the procurement process. It gave us predictable costs, simplified internal budgeting, and allowed us to move forward much faster than a traditional procurement route would have permitted."*

## Results

Upon moving to RingCentral, the City of Benicia quickly saw improvements that exceeded their expectations.

- **More Reliable, Less Hassle**
  By shifting their communications to the cloud, the city was no longer tied down by failing, outdated hardware. Managing their system became simple and stress-free. As Manzoor put it, *"It's been super easy to manage. Our support team handles everything effortlessly, making troubleshooting straightforward."*

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## Mobility and Flexibility That Count

RingCentral brought newfound flexibility to city employees, allowing them to work seamlessly from anywhere. The city discovered unexpected perks too, such as digital faxing capabilities and mobile app portability.

*"The ability to receive faxes digitally was a huge improvement, particularly for departments like the police. The portability of RingCentral's mobile app was also incredibly valuable. Employees aren't tied to their desks anymore, and that's been incredibly valuable." —Manzoor*

## Smooth Implementation, Happy Employees

The transition to RingCentral was notably smooth, with widespread acceptance and minimal resistance across city departments. Manzoor specifically emphasized the exceptional user satisfaction experienced throughout the organization:

*"Usually, IT projects create upset people. But this was one of the implementations that had the least resistance. At the end of completing the project, everybody was happy, which is rarely the case."*

Even departments traditionally resistant to technology changes found the system easy to adopt, highlighting the effectiveness of Maverick Networks' structured approach to implementation and training.
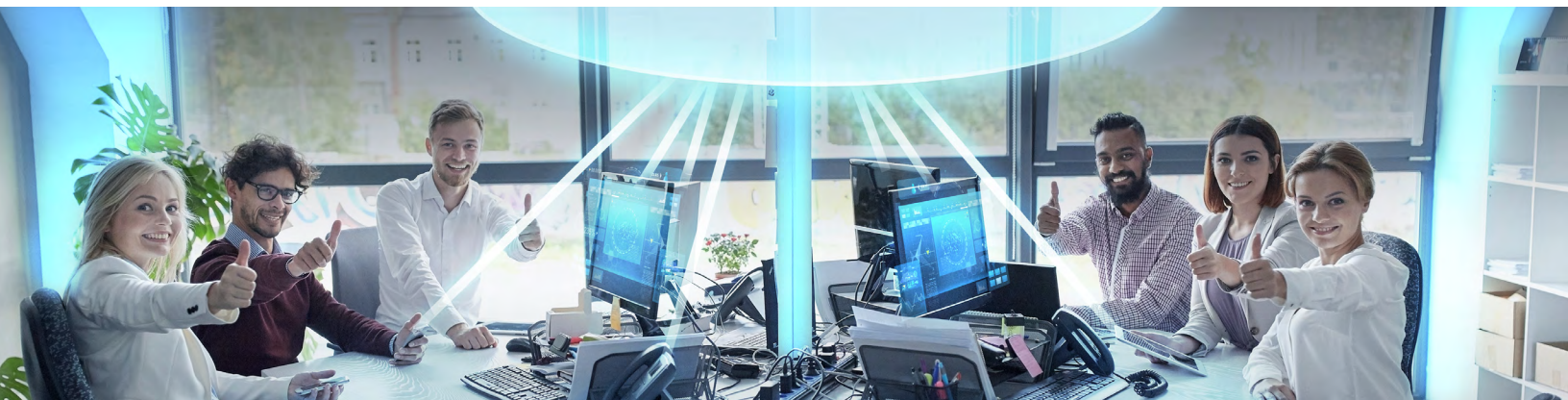
# Support That Goes Beyond the Project

The real test often comes after the implementation is done, but Maverick Networks continued delivering outstanding service. Manzoor shared, *"We worried about support after project completion, but Maverick Networks has exceeded our expectations. Every time we reach out, Andrew and Susan always answer promptly and resolve our issues quickly."*

This reliability has led the city to explore additional flexible support options, strengthening the relationship even more.

## Long-term Impact and Considerations

The successful deployment of RingCentral provided the City of Benicia with a modernized communications framework that not only resolved immediate issues but also strategically positioned the city for future growth and technological adaptability.

Manzoor summarized:
*"From start to finish, it was smooth and efficient. Maverick Networks provided exceptional support before, during, and after the implementation. We'd confidently recommend them to anyone facing similar technology challenges."*

# Want Results Like Benicia?

**Maverick Networks offers a complimentary assessment to help you evaluate your setup.**

We'll identify areas for improvement, potential cost savings, and provide clear, unbiased recommendations to optimize your communications.

**GET STARTED**

## Contact Us Today

✉ hello@mavericknetworks.net

🌐 mavericknetworks.net

📞 888.927.6218

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