

## CASE STUDY

## Voice Service Provides Solutions to State Government Office During Pandemic

As the COVID-19 pandemic continued, a limited number of staff returned to the State Public Defender's office. It was upon that return, that the Iowa City office discovered that their phone system had failed from a power surge.

Jacob Mason, Assistant Public Defender, explains how ICN offered a solution that could be deployed in a time frame that would bring the phone system back online in record time.

### The Need and Implementation

Our agency was in the midst of upgrading and modernizing our [phone] systems in several offices. As such, I have been working with ICN and others in that effort. When the pandemic required our employees and office to work remotely, ICN offered solutions to help us carry out the essential functions. Everyone worked to troubleshoot issues we had with a majority of people working off site.

The phone system at our Iowa City office had been destroyed by what appeared to be a power surge. At the time, this office was not using the ICN. In record time, a solution was determined and ICN, CenturyLink, and the State Public Defender had the phone system back online.

### Service Overview:

#### Office of the State Public Defender

*"When the pandemic required our employees and office to work remotely, ICN offered solutions to help us carry out the essential functions of our work."*

*Jacob Mason  
Assistant Public Defender  
Office of the State Public Defender*

### Details

Customer: Office State Public Defender

Industry: Government

Location: Iowa City office

Service: Voice

### Business Needs

- Upgrading phone systems at several offices.
- Find cost effective solution
- Remote employees
- Short turnaround time

### Benefits

- Mobility
- Virtual Client



For additional information: (800) 572-3940 / [icn.info@iowa.gov](mailto:icn.info@iowa.gov)

[icn.iowa.gov](http://icn.iowa.gov)

## Service Overview: State Public Defender

### What are the Results?

- Within five (5) days, ICN was able to restore phone service to the Iowa City office with its Voice solution.
- The office implemented virtual seats with the business communicator application. This solution can be used where Internet is available.
- ICN's virtual seat option fits perfectly with our director's philosophy to be more agile, forward thinking, and technologically prepared to represent our clients in a modern and professional manner.
- After using ICN's Voice solution for several weeks, the office supervisor reported it to be a great success.
- Working to implement this option at our several offices.

### What are Your Benefits from ICN's Voice Service?

- Save money.
- Be accessible to clients and each other.
- Rethink how to manage a field office.
- Help effectively communicate with clients and perform our jobs during this uncertain time.

*"We will save money, have accessibility to our clients and each other, and ICN's Voice service allows us to rethink how we manage a field office."*



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## ICN's Managed Voice

CenturyLink, Managed Service Provider

### Predictable Billing

This Fixed Cost Model offers advanced phone service to users with \$0 capital investment. The monthly cost of each seat is all you pay.

### Free Long Distance

Standard and Premium phones have in-bound and out-bound long distance included.

\* International long distance not included.

### No Contracts

A flexible benefit is that there are no contracts.

#### Basic Phone



Designed for use in a lobby, break room, cafeteria, or shop area.

#### Standard Phone



A 12 line media phone with an easy color LCD display.

#### Premium Phone



A 12 line SIP phone with HD voice, advanced IP features and touch screen.

### About the Virtual Seat:

Has the call capabilities of a Premium seat without a physical phone. The Virtual seat, in conjunction with the included Business Communicator softphone, would be a solution for remote employees. The Business Communicator application can be accessed from any device where Internet is available, including a computer, tablet or smart phone.