

# Customer Spotlight

VoIP Solution Deployed in Record Time

## Providing VoIP Solutions to State Government Office During Pandemic



Customer: State Public Defender  
Industry: Government  
Service: Voice  
Location: Iowa City office



With Jacob Mason, Assistant Public Defender at the Office of the State Public Defender.

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.

Read how ICN offered a solution that could be deployed in a time frame that would bring the phone system back online in record time.

*“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*



## Q&A Session: Jacob Mason, Office of the State Public Defender



### What was 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.



### 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."*

### Business Needs

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

### Benefits from the Voice Service

- Virtual Client
- Mobility



### 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.

