

## **Another mobile Unified Communications rollout in the bag.**

Anyone who has been on the go and used a cell phone has experienced the ill effects of poor signal quality and area's commonly referred to as "dead spots" more than once in their lifetime. Mobility certainly has its advantages, but comes with its share of disadvantages as well, particularly when you encounter these telecom black holes and experience no service or dropped calls. For the average user they are nothing more than a simple annoyance more than anything else.

However as more companies adopt Convergence (VOIP) and the use of Unified Communications (UC) by migrating their data applications, emails, and voicemails, out to their PDA's and Cell phones these "dead spots" may not only be a nuisance but also have a direct impact on day to day operations of your business or to the bottom line as one Southern California based company recently discovered.

For LHC, It was more than just a good idea to implement UC by migrating scheduling and email messages from their AS400 out to the wireless handheld Blackberry devices of all the Executives. It would save them time and money. After all, many of the Executives were often on the go away from the office attending high level planning meetings or giving corporate presentations yet needed to stay informed of the many day to day business decisions, some that required their immediate attention including any last minute changes applied to their already existing busy schedules.

The folks in IT understood the benefits Unified Communications (UC) could offer and also of the importance of selecting the right handheld PDA devices and wireless provider that could support these devices and offer the widest coverage and best usage plans. They also understood that some areas throughout the country may pose a problem by having poor signal quality issues or "dead spots" that may prevent the Executives from being virtually connected to the business in real time, all the time.

What the IT team never expected was the biggest “dead spot” they would ultimately encounter would create the biggest problem and would not be in some remote location across the country, but in their own building.

According to LHC’s IT Director Michael White, “While in the office, as long as the Executives diligently kept their Blackberries plugged into the USB attached cradles on their desk, having a good cellular signal or not was a moot point, as the devices automatically synched up with our AS/400 email server over the internal network, and life was good. But if they left them in their bag or brief cases, which was often the case while in the office, problems occurred with everything from email to scheduling conflicts due to the poor signal not reaching their PDA’s.

Ultimately it was MTG Consulting, not LHC’s wireless provider that was able to solve this unique problem. MTG is a Southern California based solution provider who has been providing professional services to US and International clients around the Globe for the past 20 years, and touts themselves as being one of the best in saving their clients time and money by understanding all forms of communications including, Wireless, Convergence, and Unified Communications (VOIP).

“We essentially turned LHC’s entire building into one giant cellular repeater”, explained Jim Holmes Managing Consultant for MTG Consulting. “Using a combination of specialized omni-directional antennas and bi-directional amplifiers we were able to draw on the good ambient signal from the rooftop of LHC’s two story building and then re-broadcast that signal safely throughout all the offices below, including the executives. Now everyone using a Blackberry inside has full bars and is always connected.”

“We learned a lot from working with these guys” Michael explained, “as they were not only able to help us with our wireless signal quality issue, but also reviewed and re-negotiated many of our existing voice and data contracts. Over time that piece alone will not only fund the wireless project but save us additional money we never expected.”

For more information on MTG Consulting and the services they provide visit [www.mtgvoip.com](http://www.mtgvoip.com) or call 818.884.6600