

CASE STUDY



VICKSBURG

mississippi



The City of Vicksburg, a historic city with over 500 employees has enjoyed the features, benefits and peace of mind provided by the PBXact VoIP Platform for many years. PBXact is a fully commercially supported feature rich version of the worlds most popular open source PBX platform FreePBX.



Schmooze Com's PBXact platform gives the City of Vicksburg, Mississippi Peace of Mind in the Midst of a Disaster.

On the evening of Thursday May 28, 2014 the driver of an automobile suffered a medical condition, and lost control. The car crashed through the rear wall of the Vicksburg Police Department building and exploded. The driver did not survive.

While quick work by the Vicksburg Fire Department confined fire damage mainly to two offices, the entire building became uninhabitable because of smoke and soot.

IT Department staff was able to enter the building even as Firefighters were still dousing hotspots to assess the state of computer and telephone systems. We found the phone server still functioning. A good portion of our internal network was still up, although the wiring closet serving the east half of the building was destroyed.

Our main concern at that point was restoring front desk services. This was accomplished by setting up a mobile command post in the front parking lot and running temporary data cables to it. (Normal Police calls went on uninterrupted as 911 calls are handled through a dispatch center across town).

Since the Municipal Courtroom is in the building and Court was scheduled for 8:00 am the next morning, our next concern was setting up computers in a courtroom of the County Courthouse about a mile away, and it's not on the City's IT infrastructure.

We also had to move Court Services to the IT Department Training Room in the City Hall Annex. The Police Records unit was moved to the Studio of the City's cable TV station. All of these moves were completed by noon on Friday, with Municipal Court being delayed only one hour. We were able to extend our network to the county courthouse with the assistance of a local wireless internet provider, Newbreak Communications, who installed equipment so we could VPN back to our network. Relocation of other offices was completed over the next several days.

Where PBXact comes in is that all of of these moves required the temporary relocation of the companies Aastra telephones and about 50 people. Most of this was accomplished within hours. This flatly would not have been possible without flexibility of PBXact and the Aastra handsets pair together. Of particular note is the use of follow-me to route the desk phones to the entire investigative staff to their cell phones.

We were fortunate in this instance that the PBXact server wasn't damaged, but had it been unserviceable, we could have brought a backup server online and with the help of Schmoozecom and the nightly backups generated by POMPS (Peace of Mind Plans), had a serviceable telephone system back up within hours.

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