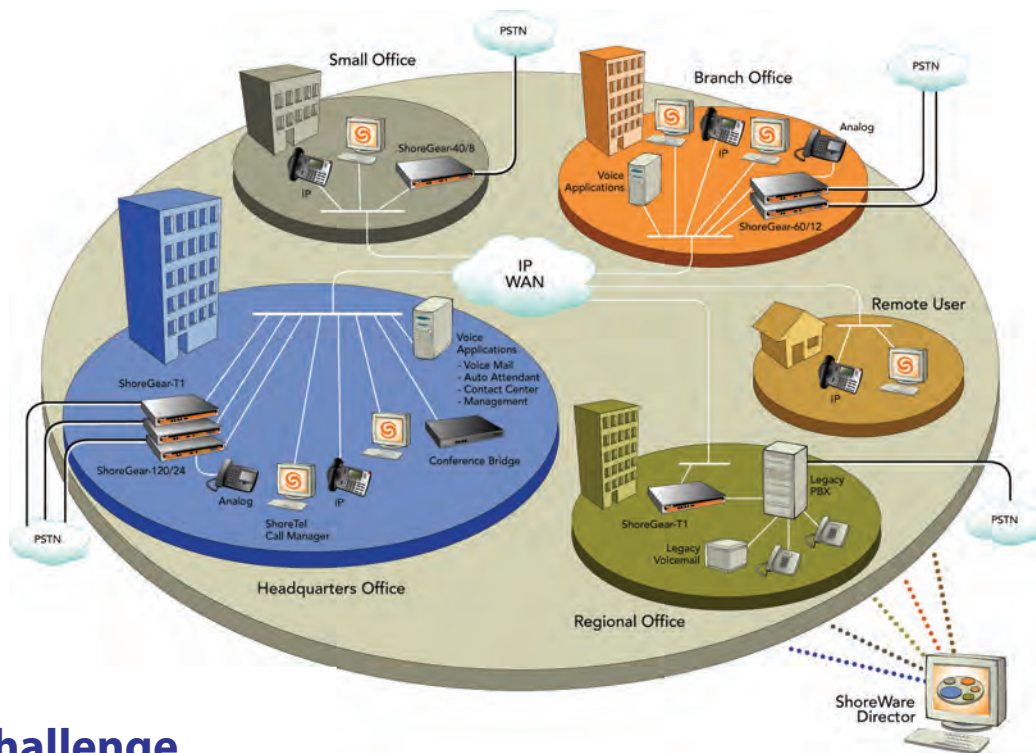


## BBH Revitalizes Infrastructure with Powerful ShoreTel VoIP System from Nortec

*Simplicity of Management, Powerful Feature Set, and Reliability Are Key Benefits to Renowned Health Organization*



**Baltimore Behavioral Health provides a mix of short-term, long-term and outpatient health services, including substance abuse and detoxification treatment**

**The organization has been providing these life-saving and community-preserving services since 1978**

### Challenge

Baltimore Behavioral Health was growing in number and size. Faced with an outdated Panasonic telephone system, BBH decided it was time to take advantage of the network infrastructure already in place for the LAN and capitalize on the cost-savings, ease-of-use, and simplified management benefits of Voice over IP (VoIP).

### Solution

After reviewing solutions from 3COM, Cisco and ShoreTel, and evaluating them closely, Baltimore Behavioral Health decided on a ShoreTel IP system from Nortec, including switches, telephones, and software.

### Benefits

The ShoreTel solution simplifies common administrative tasks, improves reliability with a distributed architecture, and gives employees powerful handset features that are tightly integrated with Microsoft Outlook.

**Business: Healthcare**  
**Messaging: Outlook**  
**Number of Phones: 180**  
**ShoreGear Switches: 4**  
**Call Center Staff: 6**