



City of Hanford: Global CTI Case Study

Global CTI modernizes communications for important commercial and cultural hub in California’s Central Valley.

The City of Hanford, California is a vital agricultural, commercial, and cultural hub for Kings County, located in California’s beautiful San Joaquin Valley. As the country seat, the City of Hanford is a fine example for surrounding communities to model themselves after.

Many cities struggle with finding the balance between advancing their communications infrastructure and saving money doing it. For the City of Hanford, this balance was easy to find with a ShoreTel solution from Global CTI.

With a population of over 50,000 and a large city workforce to accommodate and an outdated phone system, the City of Hanford was in need of a modern

communications infrastructure upgrade. That’s where Global CTI came in.

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Eric Forcey
IT Director,
City of Hanford, CA

“Before Global CTI’s solution, we were in the dark ages when it came to telephone systems,” said Eric Forcey, IT Director for the City of Hanford, “With Global CTI and ShoreTel, we are now in the 21st century with greater productivity and reduced costs.”

The city was previously operating a Centrex Hosted PBX that became costly and difficult to maintain. With limited room for growth on their previous system, it was a natural choice for the city to choose solutions through Global CTI.

Prior to deciding on the ShoreTel UC solution, the Global CTI team helped the city examine their previous system and find an appropriate solution to bring the city up to speed. Global CTI went through and analyzed the needs of each department and designed a system to meet the needs of the city.

In evaluating how to implement the appropriate systems for multiple locations, Global CTI presented the city with their best option: ShoreTel. With the lowest total cost of ownership of any IP telephony system, ShoreTel would allow the city to grow their system as needed while saving valuable funds at the same time.

“Global CTI evaluated our current system and recommended the ShoreTel system,” said Forcey, “The new system is heads and tails better than our old system and has increased productivity and the ability to reach staff.”

By engineering and implementing a system made to streamline the city’s communications needs, Global CTI has helped put them on the track to long term savings and easy expandability as the city’s workforce grows.

“With ShoreTel there will be a tremendous savings to the city,” said Forcey.

As technology evolves, it becomes more and more integrated with our daily lives, be it at home or work. Global CTI is the down-to-earth tech team that makes complex IT simple to make your business better, period.

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