

Safetran Systems

Introduction. Safetran Systems is a full range supplier of switch machines, railroad wayside signal systems, rail transit signaling and rail-highway grade crossing active warning systems. Safetran has locations in Rancho Cucamonga, CA, Louisville, KY, Jacksonville, FL, Marion, KY, and Culloden, WV.

The Problem. Safetran Systems wanted to “provide one voice and one face to the customers they serve.”

The overall driving need of the enterprise has been to replace the phone systems and remove some of the antiquated systems in use by the employees.

Over a number of years, Safetran’s phone equipment in each facility had become aged, outdated, in constant need of repair, and frequently failed. Services and maintenance required to maintain each system has outpaced its growing technology. There was no uniformity among the locations’ systems. The business relied on disparate, separate networks, and multiple devices to deliver voice and data applications. Each voice system was different and independent of one another. In essence, all locations were on an “island” and operated as independent companies rather than one enterprise. This resulted in higher maintenance costs for support and led to confusion among customers. Many customers were asked to hang up and dial another location.

Frequent power and service outages had occurred during the last 24 months which resulted in lost productivity and potential business loss to Safetran. Two of Safetran’s locations had been out of service on 5 occasions for more than 3 days.

All services for voice were provided by multiple carriers. No wireless infrastructure existed in any of the Safetran locations to support a mobile workforce.

The Solution. DigiTel made recommendations to converge the voice and data services into one network. Primary consideration was given to Avaya, Cisco, and Nortel as possible solutions for the phone system upgrade to gain benefits from current IP technology.

Following DigiTel’s recommendations, Safetran replaced their existing data network with Sprint’s MPLS network services. They improved the data infrastructure in Rancho Cucamonga using a fiber-link backbone improving speed to gigabit to the desktop. They also installed a generator in Rancho Cucamonga to provide 24/7 power reliability for the entire voice and data network.

Safetran installed a wireless network throughout each facility for phones and laptops to accommodate a mobile workforce. Their professional implementation strategy used Cisco

professional services, converging LAN, WAN, voice and data services using Cisco AVVID solutions. Installation of new network carrier services captured a reduced annual cost of \$338,000.

Key Benefits to Safetran Systems

- Reduced carrier expenses by \$338,000 annually.
- Improved voice and data network uptime.
- Designed a back-up AC / DC to avoid future power outages.
- Provided a common communications platform for customers and employee staff built on redundancy.
- Enhanced unified messaging features for email, voicemail, and fax into Lotus Notes.
- Provided a call center Integrated Voice Response (IVR) solution which combined the Rancho Cucamonga and Louisville customer services centers and provided after hours emergency service.