



PROJECT SPOTLIGHT

Unified Communications: Cody Regional Health



INTERVIEWEE
Brenda Miller



ROLE AT CODY REGIONAL HEALTH
System Administrator



COMPANY LOCATION
Cody, WY



PROJECT NAME
Phone System Upgrade

Q: Tell us about Cody Regional Health's relationship with High Point Networks.

A: We have been working with High Point Networks for many years now and each project we do with them keeps us coming back. It is also beneficial for us that our account manager understands the needs of healthcare.

Q: Describe the project your company implemented with High Point Networks.

A: The most recent project that we implemented with High Point was upgrading our phone system from a Cisco phone system to Mitel. There was a lot of planning that went into this project and they were with us every step of the way. We also had a couple of additional

things going on at the same time. For instance, we also updated our overhead paging system and the phone system reports. So, we just rolled everything into one inclusive project.

Q: What challenge(s) did the solution that was implemented solve for Cody Regional Health?

A: Our Cisco phone system was

to the point of needing to be upgraded or refreshed, so we determined that it was time for a full replacement. The manageability of the Mitel phone system is so much easier. There are many additional things that the Mitel system can do that come with the system at no additional cost.

Q: How did having a project manager specifically assigned to your company help streamline your project?

A: We do not have the luxury of having someone on staff to do project management so, having someone with that ability helped us make sure we were keeping everything on track.

Q: What is an example of how High Point Networks has gone "the extra mile" to serve you during this project?

A: It was great to be able to talk with our engineer at any time during the project to make sure that we were doing everything that needed to be done in a timely manner.

Q: What have been the greatest benefits of working with HPN as your trusted IT partner?

A: I never feel like we are left out in the cold after a project has been completed.

TEAM Q&A WITH JOSE ROJAS

ROLE AT HPN
Sr. Telephony Engineer

OFFICE LOCATION
Pueblo, CO

YEARS OF INDUSTRY EXPERIENCE
19+ Years

HOMETOWN
Chihuahua, Mexico



ROJAS INSPIRATION -----
"Not all of us can do great things. But we can do small things with great love." - Mother Theresa

Q: What do you love about serving our customers?

A: I love having the ability to help resolve problems that affect the everyday work performance of users. This inspires me to always be ready to help and minimize the level of frustration a customer might be having with a product.

Q: What is your favorite part about working for HPN?

A: The fact that everyone is held accountable for their actions. I love the way we help each other and you can see there isn't any jealousy about giving away our work secrets.

Q: What is a technology that you think companies should consider?

A: I believe most customers pay little or no attention to how relevant network security is to their business. They take for granted that just because they have a firewall box and antivirus software they are protected. Investing and learning more about security should be a must for every company.

Q: What is something most people do not know about you?

A: I love sharing my story of how God has helped me throughout my life. I don't necessarily bring it up all the time but I let my actions reflect my love for God. I coach baseball and enjoy teaching kids the fundamentals of the game. I am a cowboy by trade and love horses. The best time of the year is going horseback riding through the mountains of Mexico with my dad.