



VoIP Upgrade for Municipalities

Hosted and On-Premises IP Phone Systems

Municipalities have unique communications needs such as integrating multiple sites, customizing call routes, dual language, and mobility features. A phone system upgrade offers an easy-to-use technology to accommodate rich features and state of the art technology at a surprisingly affordable price. NexGen Services can provide you with a **hosted or on-premises IP phone system** and help you choose the best system for your needs.

A VoIP phone system upgrade can offer you the following features:

- **Multi-site entities** can operate as an integrated unit. Municipal locations can be dialed by extension and extensions can be set up so they identify a specific building, department, and room number.
- **Customized call routing** allows you to choose the way calls are routed to staff or facilities. Calls can ring simultaneously at one or more locations and be routed to designated phones.
- **Voicemail to email** is an efficient feature that allows users to listen to voicemail messages that have been conveniently forwarded to their email box.
- **Dual language support** allows the caller to hear greetings and voice prompts in a preferred language.
- **Emergency 911 Monitoring** - VoIP's E911 feature can notify assigned administrators and staff via their phones and email when an emergency call is made from any of the locations on the system.
- **Paging systems can be enhanced** by extending the page to the intercoms on the phones. VoIP allows your paging system to be used independently, or with the phone intercoms to assure important announcements are heard.
- **Mobile applications** turn cell phone or smart pads into virtual office phones. When the App is downloaded to an iOS or Android device, users can make, receive, forward or conference calls, listen to voicemail, or view the call history. When an outbound call is made from your cell phone using the App, the municipal number, not your cell phone number, appears in the caller ID.
- **Conference calling** from the desk phone or cell phone makes it easy to conference call from anywhere.

- **Desktop call management** allows receptionists to answer and direct calls on their desktop computer with a click of the mouse.
- **On-site installation and personal training** is included in our IP phone system package.

Network Infrastructure Upgrade

Modern municipalities require high-speed broadband and that often means upgrading their network. An upgrade can be challenging, but we can help you with the process by gaining a deep understanding of your technology needs. We will work with you to develop a strategy that supports your budget and needs and we provide you with multiple competitive options.



We can help you choose a high-speed internet service with private connectivity to your municipal facilities, ensuring secure data and voice transfer between sites. Our design will include secure firewalls, failover, and redundancy.

As another option, more municipalities are choosing to build out their own fiber optic networks as an alternative to using private providers. A municipal network is a city-owned network that connects municipal sites to create a high-speed, reliable, and upgradable network. Fiber optic construction mitigates long-term operating costs and improves network capabilities for all municipal facilities.



WiFi and Wireless Broadband Solutions Designed for Complete Coverage

As the use of cell phones, laptops, tablets, and other hand-held devices increases, municipalities are finding it necessary to upgrade their WiFi systems to provide stable services and complete coverage. The solution is to refresh the infrastructure with a network that can meet bandwidth needs now as well as for years to come by migrating to the latest 802.11ax standard.

NexGen utilizes Cisco and other premier wireless equipment to provide the network foundation that helps enable reliable, seamless, and highly secure data communications. We will properly design and install your wireless network so all of your sites will be able to connect seamlessly at the same time.

Structured Cabling The Backbone of Your Network

Structured cabling is the backbone of your voice and data network, so choosing a qualified cabling provider is a critical decision.

We are experienced in fiber optic cabling, data center cabling, racks, cabinets, under-floor tray systems, wireless access point installation, and more. We will listen to your unique needs and design a complete voice and data cabling solution with service and support during and after the installation. By using high-end, quality products, and professional, certified installers, we will provide you with an infrastructure capable of supporting all applications designed for today's standards.



Our engineers provide design and implementation of IP phone systems and network services from all the leading carriers. We also offer WiFi services, cloud services, network analysis and network optimization services.

Our technicians install voice and data cabling, fiber optic cabling, racks, cabinets, under-floor tray systems, wireless access point installation, and more.

Our installers are certified, union technicians. By using quality products and certified technicians, we can provide you with an infrastructure capable of supporting all applications designed for today's standards.

Training and Service - As a provider of premier IP phone systems, we offer free on-site training and a suite of post-implementation services to help you successfully maintain your system.

We partner with UCC, Inc. to provide trenching and directional boring when necessary.

STAY CONNECTED



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