

## Computel Success Story

### Customer Description:

The Arc, Warren County Chapter, Inc.  
<http://www.arcwarren.org>

The Arc, Warren County Chapter was founded in 1954 by parents, educators, and other interested individuals who recognized the need for a comprehensive program of service and support for their children who had mental retardation.

From what we were able to see, the Arc is staffed by genuinely caring people who help make lives better each and every day.

### Solution Implemented:

The Arc recently installed an Avaya-Nortel BCM 50 system. The system was scheduled to be installed with a new digital PRI (Primary Rate Interface) line which will increase their call capacity, and reduce their costs.

While a PRI line gives the equipment many features, it typically takes Verizon between 30-60 days to install. In the case of The Arc it took even a bit longer as their location in Washington New Jersey is not yet linked in with fiber optics. As luck would have it, the old telephone system experienced a major failure during the interval to obtain the PRI line.

Computel rushed the order and the new BCM 50 was installed in a week with the existing analog "POTS" lines.

A noted feature implemented for the Arc Staff is **message notification** where an individual's mailbox will call that individual's cell phone, or other number (Up to 5 locations) upon receiving a new message or one marked urgent.