



Mitel Customer Snapshot:

# Tessie Cleveland Community Services Corporation (TCCSC)

## Company Info:

- Location: Los Angeles, CA
- Industry: Healthcare Services (Not-for-Profit)
- Website: [tccsc.org](http://tccsc.org)

## Situation:

- Legacy PBX-based voice system with limited disaster recovery options
- A complex communications ecosystem spread across 5 locations and hundreds of different devices: desk phones, smartphones, soft phones
- Decentralized voice system created a barrier to seamless communications across locations

## Needs:

- Exceptional security and encryption to safeguard medical data during communication/transmission
- A fail-safe way to keep communications and critical health services in play
- Healthcare workers needed to stay connected to their team (and to critical healthcare data) from any location

## Solutions:

- MiCloud Flex  
[mitel.com/micloud-flex](http://mitel.com/micloud-flex)
- MiCollab  
[mitel.com/products/collaboration-software/mitel-micollab](http://mitel.com/products/collaboration-software/mitel-micollab)
- Business IP Softphones  
[mitel.com/business-ip-softphones](http://mitel.com/business-ip-softphones)

**"We needed a solution that delivered security, call quality, flexibility and disaster recovery. Only Mitel demonstrated that they could do it all and do it in the cloud for less money than we were paying with our premise-based solution."**

Simon Dayan, Director of IT  
TCCSC

## Results:

- Fast, seamless disaster recovery that is geoindependent and fully redundant
- Health workers can now collaborate effectively across borders in real time to improve patient care
- Advanced encryption meets compliance requirements for privacy/security and protects data as it moves between facilities and mobile devices
- Deliver more value to patients and physicians



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