



ET&T
Eastern Telephone
& Telecommunications

CUSTOMER EXPERIENCE

Cetronia Ambulance Corps

800.733.8229 | ET-T.com

"The cutover process went so smoothly that it would qualify as a non-event, if not for the fact that we got the phone system of our dreams that day!"

– Michael Nagel

Director of Project Management
Cetronia Ambulance Corps



CUSTOMER

- Medical Transportation
- Allentown, PA
- 135 Employees
- Fleet of 33 Vehicles

SOLUTIONS

- Mitel 3300 IP Networked Communication Platform
- T1 PRI
- Feature Rich Mitel IP Phones
- Mitel Cordless Handsets & Headsets
- LIM for Emergency Support

KEY BENEFITS

- Improved customer response
- Increased call capacity
- System reliability
- Outstanding technical support
- Improved call quality

ET&T, INC.

Headquarters:
2360 Avenue A
Bethlehem, PA 18017

BRANCH LOCATIONS:

Philadelphia
Harrisburg
Wilkes-Barre
Scranton

Superior patient care

Founded in 1955, Cetronia Ambulance Corps is one of the largest providers of ambulance services in Eastern Pennsylvania. A non-profit, community based emergency medical services provider located in the Lehigh Valley, Cetronia employs 135 full and part-time career associates and 20 active volunteers. Cetronia dispatches a total fleet of 33 specialized vehicles.

Answering more calls

To maintain its reputation for superior patient care and rapid response, Cetronia Ambulance brought in ET&T to recommend a new phone system that would help the busy transport company keep pace with the growing regional demand for its services. The new system would have to meet a set of strict requirements.

Complex features – No downtime

There would be zero tolerance for service interruptions during system implementation, which would include transitioning to a new dial tone provider – all under an aggressive schedule. Plus, day-shift and night-shift staff would have to be trained on the new system. The new phone system would have to connect a busy call center, integrate easily with a mix of current and emerging technologies, and support a robust set of advanced apps and features covering multiple locations.

Up to speed

ET&T recommended a flexible, scalable Mitel 3300 phone system designed to meet the needs of everyone at Cetronia – from office staff to project teams and managers who spend their workday primarily in the field. With Mitel's open architecture and technical support resources, ET&T was well positioned to support all the required system integration work, along with coordinating the smooth transition to a new dial tone provider.

Ready to respond

Once the implementation process began, ET&T continued to fine-tune the phone system until every user was satisfied across the organization. Now Cetronia Ambulance has a communication platform that helps it meet the region's 24 x 7 demand for medical transport services, while enabling Cetronia to accommodate its growth with ease. Cetronia also enjoys peace of mind that comes from ET&T's local, round-the-clock dedicated support team.