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AMBULANCE SERVICE OF MANCHESTER SERVED BY IPITOMY VOIP PHONE SYSTEM

ABT&T is happy to announce the newest additions to the IPitomy owner's family; (ASM) Ambulance Service of Manchester, with affiliates Aetna Ambulance, and Metro Wheelchair.



ASM Ambulance

Serving several towns in the Greater Hartford community with 24 hour EMT, wheelchair, and ambulatory transport, these organizations demanded quality, flexibility, ease of use, and proven reliability for their telecommunication needs.

The IPitomy IP2000-E and IP1200 VoIP phone systems were chosen over AVAYA and CISCO due to considerable savings and additional feature sets. They are seamlessly integrated between the three companies, supporting this high call volume environment with dependable service.

Rigorous EMS requirements with RAID redundancy, multiple department greetings, ring groups, simplicity in making programming changes, 3-digit dialing between remote extensions, and proven reliability for 24 hour

emergency communications made IPitomy the optimum choice. To fulfill the call recording and instant call review requirement, ABT&T installed and integrated the Trivium SonicView software.



IPitomy VIP Panel with IP-410 Phone



Dispatchers have the IP-410 sets. IP-320 phones are installed in the office, billing, booking, and garage, for a combined total of nearly 60 extensions. Both HD phone types have bright view-



Ambulance IPitomy IP-320 Phone

able displays, with programmable buttons highlighting incoming call information. Bright red lights and distinctive ring tones alert to incoming calls. Phones are programmed to serve specific line coverage needs. Features include Paging, Park (hold), Automated Attendant, Voice Mail, Caller ID SMDR log, personal and central speed



AETNA Ambulance

dialing, flywheel navigation, HD clarity speaker phone and much more! IPitomy's broad scope of standard features include the 32 person conference bridge for no extra charge.



IPitomy IP-410 Phone with 32 Button DSS Operators Panel

ABT&T's expertise included needs assessment, information gathering, professional installation, programming, cabling, and group training for EMT's and office staff.

The IPitomy phone system's versatility provided a robust platform to help in managing the organizations complex communication flow, creating better efficiency for ambulance service business operations.

