



Nuvera's hosted voice solution, FlexVoice, fulfilled the City of Hutchinson's needs when searching for a new phone system.

City of Hutchinson's Challenge

With the city of Hutchinson having multiple departments, building locations and employees, they knew they were in need of a replacement to their aging phone system. They wanted to give their staff the phone features they desired, to ensure that they could work more efficiently and have total end user control of their phone functions. The City required a system that wouldn't have a lot of upfront cost, was Voice over Internet Protocol (VoIP), and had a call management system.

"Nuvera was able to fulfill all of our needs, based on the services and features we desired."

– Tom Kloss, City Director of IT

Why They Chose Nuvera

The city of Hutchinson utilized a Cisco Call Manager for an in-house VoIP system. The downfall of the system was the cumbersome management interface. The system had so many options it was often difficult to locate the correct management screens when intermittent issues arose. The other challenge the City dealt with was a costly hardware refresh every seven years. With rising costs for support from their Cisco consultant, along with regular capital outlay for the hardware refresh, the change to Nuvera was a welcome relief.

As a city office, they like to keep their business local and have always been great proponents of Nuvera services. They knew they could trust that FlexVoice, powered by Broadworks, would check off each of their necessities.

**Let's Connect.
844.610.5300 or visit nuverabusiness.com**

About City of Hutchinson

Industry: Government

Location: Hutchinson, MN

Nuvera Solution: FlexVoice

Website: ci.hutchinson.mn.us

How The Product Has Helped and Their Experience With Nuvera

Nuvera's provided the City with unified communications solutions they sought, and one that would meet their expectations now and into the future. The VoIP system connects all of their office locations, multiple departments, administrators and employees via 4-digit dial across their entire voice network. Residents of Hutchinson can easily find the department they are trying to reach through the automated call manager.

The City now has new state-of-the-art phone equipment, all without having had a large capital expenditure. If they have any questions about the features, the local Nuvera staff provides them with the answers they seek.

With the hosted phone system from Nuvera, the city no longer needs to dedicate time to support the system. If the City wants to make changes themselves, the management console is very straight forward to use. If the City employees are busy, they simply email their Nuvera contact and the issues are resolved in a very short timeframe. With Nuvera, the City of Hutchinson no longer needs to budget for a regular hardware refresh.

"Working with the Nuvera employees has been a very positive experience. They know our system as well as we do."

– Tom Kloss, City Director of IT
