

City of Benicia Modernizes Communications with Maverick Networks



Background

The City of Benicia's IT Department ensures the smooth operation of the city's technological resources. They faced major disruptions due to outdated communication systems.

Challenge

Benicia's aging legacy communication equipment frequently failed, causing significant downtime and reducing productivity.



"Our hardware was eight to nine years old and started failing frequently. Finding replacement parts was challenging, and our system would sometimes be down for days."

- Fwaak Manzoor, IT Manager for the City of Benicia

Why Choose Maverick Networks?

Benicia needed a partner who could simplify the complexity of upgrading their communication systems without overwhelming their internal resources.



"We are extremely busy, and it helps to have someone consistently following up. Andrew [Maverick's Technology Advisor] did a fantastic job keeping us focused. Susan [Maverick's Cloud Project Manager] was also instrumental."

- Fwaak Manzoor, IT Manager for the City of Benicia



Solution

After considering their options, Benicia chose RingCentral, a cloud-based communication platform that enhanced mobility, offered cloud simplicity, and built-in continuity.

Fwaak outlined their objectives:

“Cloud-based meant less responsibility on us for hardware, and that was a major selling point. We wanted physical phones, but also mobile apps and laptop integration so staff could work anywhere. If our internet fails at one location, we can simply move and reconnect from another place quickly. That flexibility was huge for us.”

Leveraging OMNIA Contract

One significant hurdle for government organizations is often the procurement process. Maverick Networks simplified this challenge with cooperative purchasing contracts. By leveraging agreements already in use by other agencies, Maverick was able to get faster approvals, predictable costs, and smoother budgeting in place for the city.



“Using OMNIA simplified procurement and provided cost predictability. It made budgeting easier since we knew upfront what to expect.”

- Fwaak Manzoor, IT Manager for the City of Benicia

Results

The switch to RingCentral brought significant improvements:

- **Reliability:** Reduced system downtimes and hardware issues.
- **Mobility and Flexibility:** Employees could work seamlessly from anywhere, which was crucial during internet outages.
- **Ease of Management:** The IT staff found the new system easier to manage and troubleshoot.

Fwaak also specifically emphasized the exceptional user satisfaction experienced throughout the organization:



“Usually, IT projects create upset people. But this was one of the implementations that had the least resistance. At the end of completing the project, everybody was happy, which is rarely the case.”

Looking to the Future

The City of Benicia's successful shift to RingCentral, supported by Maverick Networks, didn't just solve their immediate problems—it positioned them confidently for the future. Summarizing the overall experience, Fwaak remarked:



“From start to finish, it was smooth and efficient. Maverick Networks provided exceptional support before, during, and after the implementation. We’d confidently recommend them to anyone facing similar technology challenges.”

Want the Same Results as Benicia? Start with a Free Audit of Your Communication System

Curious if your communication system is holding you back or costing too much? Let Maverick Networks help you find out with a complimentary audit. We'll assess your current setup to determine if you're overpaying or if the system isn't meeting your needs and offer unbiased recommendations to optimize your strategy—all for free.