

High quality telephone systems improve communications and streamline operations.



ISD Information Technology Services

Telephone Services



Internal
Services
Department

FEATURES



Site preparation, planning and cabling

Detailed analysis of customer business needs, site drawings and preparation and equipment procurement.



Telephone plans and maintenance

Provision of telephone dial and call plans including user role-based feature options, repair, maintenance and training.



Detailed online billing & directories

Availability of online billing details and support for County and carrier directory phone listings.

ISD provides County departments with end-to-end delivery – including hardware provisioning and installation – of telephone services to customer desktops and telephone network access.

Our Telephone services staff also provides project management of telephone service solutions that encompasses the analysis of business needs, mechanical drawings for sites and equipment, and coordination of all site preparation for installation. ISD Telephone services include:

- Detailed telephone system analysis and project management
- Coordination of site preparation with internal and external organizations
- Equipment procurement and identification of building cabling
- Moves, adds and changes to telephone systems
- Telephone system installation, repair, upgrades and training
- Custom contact center design and implementation
- Custom tailored recording, Integrated Voice Response (IVR) and Text to Speech services

ISD TELEPHONE SERVICES BENEFITS

COUNTY SECURITY AND ACCESSIBILITY COMPLIANCE

ISD provides telephone system solutions that comply with the County's security standards as well as policies for accessibility.

ON-DEMAND SERVICE DELIVERY

ISD services allows your organization to quickly deploy telephone systems without the cost and time of procurement, supplemental staffing or contracted services.

COST SAVINGS FOR CENTRALIZED TELEPHONE SUPPORT

ISD telephone systems utilize the Countywide network infrastructure, ensuring compliance with County security standards as well as support for County and carrier directories for the maintenance of phone listings.

INTEGRATED SYSTEMS AND SUPPORT

Telephone systems developed by ISD provide integration with Countywide data and telephone networks with standardized features that reduce retraining requirements.

TO ORDER SERVICES OR GET MORE INFORMATION | 562.940.2065 | TELEPHONES@isd.lacounty.gov