



## Cady Case Study:

# CITY OF WAYZATA



## The City of Wayzata Eliminates Dropped Calls, Slow Support & Costly Infrastructure with Cloud Phone System

When unreliable communications and slow support disrupted operations, the City of Wayzata turned to Cady Business Technologies to modernize its failing phone system and eliminate expensive infrastructure.

***“The customer and employee experience have improved our operations greatly, and Cady’s support has made the change easier for all of us. Cady ensures our system is budget-friendly, productive, and suitable for today’s business environment, yet able to grow to meet future business expansion needs.”***

– Deputy Registrar Nick Heider, the City of Wayzata

## SUMMARY

### Challenge

Outdated technology disrupted daily operations and put emergency response at risk. These issues were compounded by slow, unresponsive vendor support

### Solution

Cady BT replaced the city’s aging phone system with a modern cloud-based solution that immediately improved call quality and reliability

### Results

The city reports greater efficiency, productivity, and security – all while reducing costs by eliminating expensive on-site infrastructure

***“They completed most of the work behind the scenes, so we had to put forth minimal effort to assist with the switchover.”***

– Deputy Registrar Nick Heider, the City of Wayzata



## **The Challenge**

The City of Wayzata, Minnesota, faced a major communications problem: its aging phone system was incompatible with modern technology, increasingly unreliable, and vulnerable to security risks – an untenable situation when city hall, public works, police, and fire departments depend on telecommunications for daily operations and emergency response.

Worse, the city struggled to get vendor support when things went wrong. Issues included:

- Poor call quality and dropped calls
- Lack of remote calling features
- Complex call transfers
- Difficulty saving and accessing voicemails
- Slow support with long hold times
- The inability to add phones

## **The Solution**

We applied the Cady Proven Process, a structured methodology for choosing and deploying customized voice communications for organizations that need to modernize their phone systems.

### **Discovery**

We thoroughly reviewed the City of Wayzata's unique needs and recommended a new cloud phone system featuring:

- Improved call handling and effortless call transfers
- Collaboration tools and mobility options for remote staff
- The ability for city employees to make real-time system changes
- Enhanced security and compliance

Throughout the discovery phase, we offered expert guidance and live demos to ensure the solution would solve current challenges and provide scalability for future growth, all within the city's budget.

### **Installation**

We worked closely with the City of Wayzata to plan a smooth cutover that minimized disruptions to daily operations. Since the city was transitioning to a cloud phone system, they were able to eliminate the need to purchase and maintain an on-site server.

### **Support**

Post-installation, Cady Business Technologies continues to provide ongoing support with a dedicated contact, expert local technicians, and 10-second average answer times.

## **The Results**

With its new cloud phone system, the City of Wayzata now has reliable communications with the modern features needed to support operational efficiency and dependable emergency response, along with the flexibility to add future enhancements such as virtual assistants, intelligent call routing (IVR), and AI-powered call analytics.

***“Cady was very personable, quick to respond to any questions or requests during the process, and overall affordability played a major role in our decision.”***

– Deputy Registrar Nick Heider, the City of Wayzata