



GOVERNMENT COMMUNICATIONS SUCCESS STORY

City of Cheyenne Moves from Mitel to RingCentral

A managed cloud migration across a complex municipal environment

MITEL —————→ **RINGCENTRAL**

High Country Workplace Technologies helped the City of Cheyenne modernize its communications by migrating from an established Mitel environment to RingCentral. The project preserved critical public telephone numbers and department-specific call flows while giving the City a centrally managed cloud communications platform.

CUSTOMER

**City of Cheyenne,
Wyoming**

ENVIRONMENT

30+ municipal locations

MIGRATION

Mitel to RingCentral

Implementation and migration support by High Country Workplace Technologies

Modernizing an established municipal phone system

Cheyenne's Mitel environment connected employees across administrative offices, public works, utilities, police facilities, recreation operations and remote sites. Moving this environment to the cloud required more than replacing desk phones.

THE CHALLENGE

- Coordinate hundreds of users, extensions and published numbers
- Rebuild departmental auto attendants, queues and shared lines
- Protect access to resident-facing services during number porting
- Support offices, public facilities and remote municipal locations
- Move to cloud communications without losing established workflows

THE SOLUTION

- A centrally managed RingCentral cloud communications platform
- Standardized calling across City departments and locations
- Flexible routing for main numbers and public-facing services
- Desktop and mobile communications for office and field personnel
- A scalable foundation for reporting, mobility and future integrations

Why HCWT's prior knowledge mattered

HCWT had supported Cheyenne's communications environment for years and understood the City's locations, departments, telephone numbers, network and operational needs. That continuity allowed the team to plan around real municipal workflows rather than treating the project as a generic phone replacement.

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A municipal cloud migration succeeds when numbers, call flows, departments, carriers and users are managed as one project.

HIGH COUNTRY WORKPLACE TECHNOLOGIES

A structured transition from legacy PBX to cloud

1

DISCOVER

Inventory users, numbers, locations and departmental requirements.

2

CONFIGURE

Rebuild users, features, auto attendants, queues and call flows.

3

PORT & TEST

Coordinate number porting and verify inbound and outbound calling.

4

SUPPORT

Assist administrators and users through cutover and stabilization.

The result

The City now has a cloud communications platform capable of supporting employees across departments, facilities and work locations. The migration preserved the public numbers and department-specific workflows residents rely on while giving City personnel a more flexible platform for ongoing administration and future needs.

CENTRALIZED

Common administration across City locations

CONNECTED

Consistent communications between departments

FLEXIBLE

Support for office, mobile and remote employees

READY

A platform that can evolve with future requirements

Planning a government phone-system modernization?

HCWT helps municipalities, counties, special districts, utilities and public agencies migrate from Avaya, Mitel, Cisco, ShoreTel, Nortel and NEC systems to modern cloud, on-premises or hybrid communications.

[CONTACT HCWT](#)