

From 10 Phone Bills To 1:

How The Town Of Chester Modernized Phones In A Single Project



Their Success At A Glance

The Town of Chester, Massachusetts, was a small town with a big communication problem. Their 17 departments had 17 different phone setups and 10 different bills.

This patchwork approach technically worked, but it was clunky, costly, and frustrating for everyone, especially residents trying to reach the right office.

Their goal? Switch to a single, reliable system that worked across every department, made life easier for staff, and improved the resident experience. **That's exactly what Gamut delivered.**

About the Town of Chester

The Town of Chester, Massachusetts, is home to just over 1,000 residents and a network of 17 municipal departments, from the Police and Fire Departments to the Council on Aging and the Assessor's Office.

For years, each office managed its own phone service separately. It was a process that led to a whole lot of headaches.

The Town of Chester's Communication Challenges

Before working with Gamut, Chester was dealing with:

- 1 Scattered bills and vendors:** Each department managed its own phone service. That meant multiple vendors, multiple plans, and about ten different bills to track and pay every month.
- 2 Aging analog lines:** Many phones still ran on copper-based lines that carriers are phasing out. That raised long-term cost and reliability concerns.
- 3 No easy call transfers:** If a resident reached the wrong department, staff often could not transfer the call. Instead, callers were told to hang up and dial a different number, even when the right office was just down the hall.
- 4 Difficult answering machines:** Voicemails lived on physical answering machines. Messages were hard to share, easy to miss, and tough to track.

It wasn't just inefficient. It was frustrating for staff and residents alike.

Kim Fox, the Administrative Assistant to the Town of Chester, knew they couldn't keep operating this way. So she called in a provider who actually understands how towns work: Gamut.



The Gamut Fix

Instead of another patch or one-off line change, Gamut helped the Town of Chester move to a single, shared phone system for the whole town.

To keep it simple, everything was bundled into one straightforward setup. The town got:

- ✓ One hosted phone and fax system for all town departments
- ✓ New business desk phones, already configured and ready to plug in
- ✓ Enhanced 911 (E911) so emergency calls show accurate location details
- ✓ The ConnectUC mobile app, so leaders can take calls on their work numbers, even away from their desks
- ✓ Voicemail-to-email for easier message tracking and faster follow-up

They now had access to a business-class phone system that was powerful, dependable, and easy to use from day one.

Day-To-Day Impact for Staff and Residents

Once the new system went live, everyday tasks quietly got easier for everyone. Here are just a few:



Quicker help for residents: Staff can now transfer callers straight to the right department instead of asking them to hang up and try a different number.



Faster follow-up on messages: Voicemails land in email inboxes, so it is easier to see what came in, forward it, and respond without chasing blinking lights on old machines.



More polished caller experience: Calls feel smoother and more consistent across town offices, from clear transfers to simple touches like hold music.



Leaders are easier to reach: With the mobile app, key leaders can answer more calls when they are out in the field or away from their desks.

Kim summarized the impact of Gamut's upgrade by saying:

// We went from the 19th century to the 21st century all in a day. //

Results At A Glance

10 separate phone bills reduced to **1 consolidated monthly invoice**

Telecom costs cut by about **13.88%** through consolidation and removal of unused services

All **analog phone lines** tied to this project eliminated

100% of departments can now transfer calls internally, including within shared buildings

All voicemail moved from answering machines to **centralized voicemail** with voicemail-to-email delivery

A clear, predictable view for the finance team of what the town is paying for and why



Looking Ahead. . .

With one platform in place, the Town of Chester can:

- ✓ Add new users and departments without spinning up new phone systems
- ✓ Adjust call flows and auto attendants as services grow
- ✓ Expand mobile and remote work options as staff needs change
- ✓ Plan around one steady monthly bill, instead of chasing a stack of invoices

Now the phones just work, the budget is easier to plan, and the town can focus on serving residents instead of fighting with its phone system.



Ready To Make Municipal Communications Easier to Manage?

Gamut helps cities and towns replace scattered, legacy phone systems with a single modern system that is:

1 Easier to manage

2 Easier to budget

3 Easier to use for residents

Plus, we're MHEC-approved, meaning if you're a member, you can enjoy additional perks and benefits when you work with us!

Connect with



to explore options for your town or city.

