

Client Case Study

Future-Proofing Telephony for the Shire of Merredin: A cloud-hosted PBX solution designed for local government

Client: Shire of Merredin
Location: Western Australia
Industry: Local Government
Services: Cloud PBX Voice Solution & Hardware

Overview

The Shire of Merredin is a regional local government district nestled within the West Australian Wheatbelt. In 2020, at the height of the pandemic, the Shire found itself at a crossroads. Their ageing on-premise phone system was nearing end-of-life, leaving operations exposed to risk. Renewing the server licence would mean a hefty capital outlay with limited long-term value. So, instead of trying to patch up old infrastructure, the Shire decided it was time to modernise.

Partnering with Vonex, they made the shift to a cloud-hosted PBX solution with new hardware. The move transformed their telephony environment into a scalable, cost-effective system that not only solved immediate pressures but positioned the Shire for the future. Today, the Shire continues to benefit from Vonex's service flexibility and responsive support.



The challenge

The Shire of Merredin's phone system was straining under the demands of a modern workforce. Expensive licence renewals, ageing hardware, and the burden of ongoing maintenance made the setup unsustainable. What the Shire needed was not another stopgap, but a reliable, cost-effective alternative that simplified management across departments and could scale as needs grew.

The solution

Vonex delivered a tailored Cloud PBX solution supported by modern hardware and responsive, beyond-business-hours support. The move to the cloud eliminated on-site infrastructure and its maintenance costs, replacing it with a flexible, scalable system. Staff gained access to a secure self-service portal for billing and service management, while flexible buy, rent, or lease options for hardware ensured the Shire could adapt as requirements changed.



The results

For the Shire of Merredin, the move to Vonex led to clear, lasting benefits



Reliable operations, less downtime

With service availability consistently above 99.9%, 24/7 monitoring, and a helpdesk on-call every day of the year, the Shire knows faults will be actioned within four business hours. Staff can focus on their work, not contingency plans.



Simpler management, more control

The secure self-service portal makes billing, system changes, and asset reporting quick and straightforward, while real-time stock updates, tracked deliveries, and warranty replacements take the stress out of hardware management.



Future-proofed and flexible

By replacing ageing infrastructure with a scalable cloud system, the Shire now has a solution that grows with their needs. Flexible hardware options and local IT partner support mean they're set up not just for today, but for years to come.

We're keeping you connected



Future proof, cost effective and easy to manage. Join other local government organisations streamlining communications with Vonex. Want to learn more? Our team is here to help.

Start the conversation today.

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