

# City of Groesbeck, Texas City Office and Police Department Case Study



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- At Vyve Business Services, our mission is to bring access to technology and the building blocks of opportunity to historically underserved communities.
- In the following example, Vyve partnered with the City Administrator's Office and City Police Department for Groesbeck, Texas, solving their communication and connectivity challenges and helping them step into the modern age.

## Making Do

Like many small towns across America, the City of Groesbeck was used to making do with its aging internet and phone system technology. Chris Henson, Chief of Police and City Administrator for the City of Groesbeck says, "It's what we always had and was all the town knew."

## Dual Challenges in Groesbeck

- **Aging Phone System:** As Chris Henson notes, the town's phone system was antiquated: "The type of equipment we were running - you couldn't even go out and buy it." Problems with phone lines also added to the City Administrator's stress. "Sometimes we would have phone lines going down, and if the system went down, we would end up completely stuck," he said. With all communication pathways in the small town leading to the office of the City Administrator, being unable to communicate was not an option.
- **New Body Camera System:** At the same time, the Groesbeck Police Department was in the middle of implementing a new cloud-based body camera system. However, the city's internet speed was too slow for the technology to work efficiently - negating the whole point of investing in a cloud-based offering. As Chris explained, "We wanted that new body camera system, but the internet service we had wouldn't support it. Videos were supposed to upload in a matter of minutes, but it was taking hours."

## Vyve's Solution Fiber-Based Internet & VoIP Phone

"According to Chris, at first, town officials were hesitant about VoIP - it was seen as new and intimidating. But once our team saw the significantly better performance that Vyve's fiber internet solution delivered, they were ready for more."

## The Best Part

Vyve's complete package for the City of Groesbeck was a double win for the town: new, variable, high-speed technology at equal cost but with better features and services than what the city was previously paying for its outdated internet and phone services.

## Seamless Communications & Peace of Mind

Leveraging Vyve's fiber-based internet and VoIP services, the City Administrator's department now enjoys a reliable, modern phone system that also has vital mobility features. As City Administrator, Chris moves frequently between City Hall and the field. Being able to transfer calls between devices ensures that he can always stay in touch with his teammates and other departments wherever he is.

Likewise, the Police Department is now enjoying a body camera system that works as advertised and uploads videos to the cloud in minutes. In fact, thanks to his decision to invest in fiber-based internet for his team, other city departments are beginning to see the value of fiber internet. "We're no longer the problem," Chris says of his department. "Other agencies that haven't brought themselves up to speed yet are now the ones having troubles accessing our system. Our technology works perfectly."



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Chris Henson, Chief of Police and City Administrator for the City of Groesbeck.

## Transform Your Operations with Vyve

As you can see, partnering with Vyve Business Services can help you affordably revitalize your operations, whether you work for a government department or lead a business. Because we own and operate our own network, you can count on us to be your one point of contact for dedicated, responsive support. We give you the technology and you get the peace of mind to focus on what you do best. We can provide a free business evaluation to discuss our available solutions for your business. Sign up at [business.vyvebroadband.com](https://business.vyvebroadband.com)

## About Vyve Business Services

Vyve Broadband largely serves rural communities in sixteen states across the Southeast, Northwest, and Mid-South United States. Vyve Business Services provides Fiber Internet, Optical Ethernet, PRI, and hosted voice services to the business community.