



## Case Study | Santa Fe Irrigation District

### AT A GLANCE



<http://www.sfidwater.org/>

Industry: Public Utilities

Location: Rancho Santa Fe, CA

Type: Government

Founded: 1923

#### Challenges

- SFID needed to back up their existing communications system
- Required flexibility that could accommodate their existing infrastructure

#### Product

- SIP Trunking

#### Results

- AireSpring was the only provider that could accommodate SFID's specific needs
- Secure, VPN back-up through colocation center
- A comprehensive communications infrastructure to fortify SFID's Disaster Recovery plan

### Customer

The Santa Fe Irrigation District (SFID) is a potable and recycled water service provider located in Northern San Diego County. Collectively, it provides 20,000 customers with approximately 7300 services across three regions spanning a total of 10,000 acres. Founded in 1923, it has been in business for nearly 100 years and provides the highest volume of water per capita in the State of California.

Its mission is to efficiently provide customers with safe and reliable water. To accomplish this, the Santa Fe Irrigation District requires a reliable and disaster proof communications system.

### Challenge

#### Critical Service

Santa Fe Irrigation District cannot afford for their phone lines to fail, as it can result in the loss of critical water services to their community. They had begun a Disaster Recovery Plan in 2008, but needed a back up solution for their phone system that was flexible enough to mesh neatly with their existing disaster-recovery infrastructure. Finding a provider that was willing to work within SFID's criteria proved difficult.

#### Inflexible Infrastructure

SFID's phone and internet equipment is kept in the basement of its only office, an old, adobe building erected at its founding. Housed in this aging, albeit historic, building, their communications system was vulnerable to flooding and damage. However, they could not relocate, so their phone system had to be routed through an external location.

#### Incompatible Offers

Before reaching out to AireSpring, SFID considered a PRI connection through another carrier, but the local central office (CO) did not have the facilities to support it. To complicate things further, the carrier only offered the SFID staff a single solution—to serve the PRI from a CO located 20 miles away, which would have required them to change their phone numbers. For a business that is close to 100 years old, that was not an option.

## Solution

AireSpring was the only vendor which allowed the Santa Fe Irrigation District to address their business continuity issues without uprooting operations and for a reasonable price.

"The best part about switching to AireSpring was their white-glove customer service. Instead of sending us a couple of Tier 2 or Tier 3 engineers, AireSpring assigned their top engineers to our account, something which was completely unexpected and truly remarkable. I cannot think of any other carrier who would do that."

- Jeff Ehrman, IT Administrator

First, AireSpring worked to find a solution for SFID that could solve issues of vulnerability in SFID's basement equipment room. To address SFID's need for business continuity in the case of disaster, the AireSpring team found a colocation center near the SFID office to provide a second layer of security.

SFID wanted to let their staff maintain their existing communications infrastructure, such as their phone numbers. Thus, the AireSpring team offered a SIP Trunking solution so that the SFID staff could continue to interface with their phone system like they always had, while additionally gaining VPN capabilities to route through the colocation center.