



CASE STUDY

Exceeding Customer Expectations: Clearspan and CRI Fit the Bill for a Tennessee City Government's Communications Needs

PROBLEM

One city government with a mandate to reduce technology spend by 20%, needed to re-use Mitel handsets with no budget for capital expenditure.

SOLUTION

Clearspan Cloud UCaaS deployed with existing Mitel handsets re-provisioned at no cost, Voyant by Sinch SIP trunking, and managed migration and support by Communication Resources (CRI).

BENEFITS

- 25% reduction in monthly UCaaS platform costs
- 30%+ reduction in monthly PSTN/SIP trunk costs
- \$0 upfront hardware cost with existing Mitel handsets re-used
- Exceeded the city's 20% technology savings initiative
- Carrier-grade UCaaS delivered entirely from the cloud
- Open SIP trunk flexibility where the customer chose their own provider

SUMMARY

When a mid-sized Tennessee city government set an ambitious goal to reduce technology spending by 20% in 2026, their Director of IT knew the phone system would be one of the first places to look.

Through trusted technology partner, Communications Resources (CRI), the city discovered that migrating to Clearspan's carrier-grade cloud UCaaS platform would not only meet their cost-reduction initiative, it would exceed it. The result was a landmark win: a modern, fully hosted communications platform delivered with virtually zero upfront cost, a 25% reduction in monthly phone system expenses, and an additional 30%+ reduction in PSTN connection costs through a new SIP trunk arrangement with Voyant by Sinch.

THE SITUATION

The city's Director of IT came into 2026 with clear marching orders: find 20% in technology savings without sacrificing service quality or operational reliability. A full audit of the city's technology stack quickly surfaced the phone system as a prime candidate for modernization.

While the handsets themselves were still functional, what the city needed was a path to a modern, cloud-hosted communications platform that would reduce costs, and critically require no large capital outlay that would undermine the cost-reduction goal driving the initiative.



THE CRI AND CLEARSPAN SOLUTION

CRI had seen this scenario before: a public sector organization with a solid base of existing hardware, a desire for modern cloud functionality, and a strict budget constraint. CRI knew that Clearspan's UCaaS platform was purpose-built to solve exactly this challenge. The migration strategy they designed centered on three core principles: maximize reuse, minimize disruption, and deliver measurable savings on day one.

Reusing Existing Mitel Handsets

One of the most compelling aspects of the Clearspan solution is its compatibility with existing SIP-enabled hardware. Rather than requiring the city to purchase an entirely new fleet of desk phones (a capital expense that would have created significant friction for the project) CRI was able to re-provision the city's existing Mitel handsets directly onto the Clearspan platform. The result was a migration with virtually zero upfront hardware costs, removing one of the most common barriers to cloud UCaaS adoption in the public sector.

Carrier-Grade UCaaS at a Competitive Price

Clearspan's platform delivered the full feature set of an enterprise PBX complete with call control, hunt groups, auto-attendants, voicemail-to-email, conferencing, and more – hosted entirely in the cloud. Monthly platform costs came in 25% below what the city had been paying, immediately exceeding the city's 20% savings target on the phone system alone.

SIP Trunking with Voyant by Sinch

A key advantage of the Clearspan platform is that it allows customers to bring their own SIP trunk provider – a flexibility that most bundled UCaaS platforms do not offer. CRI recommended Voyant by Sinch for the city's PSTN connectivity, a carrier-grade SIP trunking provider known for competitive pricing and reliability in the public sector. The switch to Voyant SIP trunks delivered an additional 30%+ reduction in monthly PSTN connection costs, compounding the savings already achieved through the UCaaS migration.

RESULTS: A WIN FOR EVERYONE

The outcome of this engagement stands out as a genuine three-way win; for the city, for CRI, and for Clearspan.

For the City:

The Director of IT exceeded the technology cost-reduction initiative set as a citywide priority for 2026. Combined UCaaS savings of 25% and PSTN savings of more than 30% delivered results well beyond the 20% target –without a single dollar of capital expenditure on new hardware. The city now operates on a modern, cloud-managed communications platform with the agility to add users and locations easily as the organization evolves.

For CRI:

The engagement reinforced CRI's position as a trusted advisor to public sector clients –one capable of delivering carrier-grade enterprise solutions with the commercial flexibility that government budgets demand. The ability to bring a solution with minimal upfront cost was a decisive factor in moving the opportunity forward quickly and cleanly.

For Clearspan:

This deployment added a long-term public sector customer to the Clearspan community –a city government with a multi-year commitment to a modern UCaaS platform that will grow with the organization. It also demonstrated the platform's open-architecture advantage: the ability for customers to choose their own SIP trunk provider is a differentiator that competing bundled platforms simply cannot match.

About Clearspan

Clearspan delivers carrier-grade UCaaS and POTS replacement solutions for mid-enterprise organizations in public sector, education, healthcare, financial services and more. Available through the channel and cooperative procurement vehicles including OMNIA Partners, Sourcewell, and NCPA. Learn more at clearspancloud.com.

About CRI

Communications Resources (CRI) is a technology solutions partner specializing in enterprise communications, public sector, and education deployments. CRI provides end-to-end guidance from design and migration through ongoing managed support.

“When a public sector customer comes to us with a hard cost-reduction mandate and zero appetite for capital spend, that's exactly the kind of challenge we love to solve.

Clearspan gave us the flexibility to re-provision the city's existing Mitel handsets and source Voyant by Sinch as their SIP trunk provider—pairing high-end carrier-grade reliability with real savings, something most bundled platforms simply won't allow. The result wasn't just hitting the 20% savings goal, it was blowing past it.

Having a partner like Clearspan that shares our commitment to doing right by the customer is what lets CRI consistently exceed expectations for the government clients we serve.”

— Doug Bryant, CTO,
Communication Resources (CRI)






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