



# Connecting the community

A large non-profit serving a vast metropolitan area in the northeast has a long history of providing multi-mission enterprise programs focused on youth, health, fitness, education and being socially responsible. With such a broad mandate and constituency, the organization's outdated communications technology made it difficult for the people they serve to reach them and for staff to carry-out its mission of community service.

## Industry

Non-profit

## Customer

Serving the multi-county, large northeastern metropolitan area

1000+ employees

10+ branches providing fitness-oriented programming

10+ additional locations providing other community services

Serves 100K+ residents/year

## Challenges

Frequent phone system outages

Cost to maintain/update

Limited system functionality

## Solution

Fully-hosted OfficeSuite UC®

## Results

Increased reliability

Increased functionality

More economical

Ease of use

Expanded cloud

## An unhealthy development

Deeply rooted in the community, this non-profit has continued to re-define itself as times and constituent needs evolve. Its various programs serve hundreds of thousands of people every year. With a heart for service, communication with those they serve is non-negotiable, and as they began to experience increased phone system outages, service levels and customer satisfaction became seriously compromised.

The organization's IT manager was charged with finding a solution to the problem of repeated phone system outages. "My mission is to deliver reliable technology and tools to my end-users so that they can deliver the programs that serve our community. Unfortunately, network outages had become so common that our phone service was frequently down as well. The community couldn't reach us, and we couldn't reach each other from location to location." Replacing their outdated phone system with a newer one would cost between \$30,000-\$40,000 per site for each of the branch locations, and as a non-profit largely dependent on membership dues and fundraising, a capital outlay of that size was not an option. Even with a new physical phone system, a 2-channel POTS line would not failover automatically if their current connection was lost –and forwarding lines was difficult and time-consuming. Outages could range from 20-minutes to an hour depending on how quickly they could get the service restored resulting in a poor end-user experience.

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## A future-forward solution

OfficeSuite UC’s cloud-based platform, flawless voice quality and reliability for users across the organization was a major selling point. If the phones go down, OfficeSuite UC will reconnect in a minute to a secondary ISP over a high-bandwidth connection over MPLS, making protracted outages a thing of the past. After using OfficeSuite UC for a year at one location, the organization clearly saw the benefits of its full capabilities, which exceeded expectations, and began rolling it out to the other locations. “The more we learned about OfficeSuite UC, the more we liked it. Its first-class interface makes for a very intuitive user experience, and we were wowed at how easy it was to manage. With these advantages, it was easy to see how OfficeSuite UC would be a great fit within our organization.”

Employees loved the increased functionality available at their fingertips via the intuitive, online management portal and mobile app. The ability to get voicemail right to their email meant they could get messages on their cell phone if they were out, and people working out of multiple sites would just log-in. Help desk requests for routine tasks became almost non-existent, as users can now handle their own password resets, call forwarding and other settings within the online customer portal. They also take advantage of OfficeSuite UC’s sub-admin control functionality, training key staff at each branch and giving them full control over the extensions at their branch to become the point person

to change auto-attendants and reset PINs. This feature alone has reduced the number of help desk trouble tickets, and the associated user frustration due to long wait times, which have been significantly reduced.

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## A responsible choice

OfficeSuite UC has also delivered financial benefits to the organization. As a monthly fee-based, cloud solution, it costs less than what they would have paid for a new on-premises phone system and it eliminates the ongoing expense for maintenance on a physical phone system with its built-in obsolescence. The staff no longer needs to call a phone technician to do a cross-connect every time they need to move an extension, and OfficeSuite UC system upgrades occur automatically over the cloud, resulting in improved staff productivity and connectivity.

As demand for internet and network services and user expectations continues to grow, the network becomes even more important with more internet-enabled devices. With OfficeSuite UC, their IT manager is confident that its agile, scalable technology will bring more innovation, enabling the organization to deliver higher quality programming to meet the evolving needs of their many constituencies.

### About Windstream Enterprise

Windstream Enterprise collaborates with businesses across the U.S. to drive digital transformation by delivering solutions that solve today’s most complex networking and communication challenges.

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**Windstream Enterprise**, visit  
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