SYSTEL® BUSINESS EQUIPMENT

800.849.5900
www.systeloa.com

CASE STUDY

Managed Voice & Unified Communications

Partnership FOR CHILDREN OF CUMBERLAND COUNTY

Systel facilitates effective communication at the Partnership for Children of Cumberland County with Managed Voice and Unified Communications

Overview

The Partnership for Children of Cumberland County is a non-profit organization that provides resources, support, and programs that empowers families, advances the well-being of children, and strengthens the Early Care and Education System in Fayetteville, North Carolina. In recent years, the hardware for the organization's traditional phone system had begun to fail and required frequent, costly repairs. Although it was obvious that a new solution was necessary, the organization's funder restrictions made any infrastructure or wiring changes cost- prohibitive. When the coronavirus pandemic hit in March 2020 and 90% of PFC staff began working remotely, communication challenges became more advanced and the need for a new solution was paramount.

Challenge

- Inability to effectively communicate offsite
- 90% of staff transitioned to working remotely due to the pandemic
- Lack of online presence to identify available staff
- Restrictions on what can be installed within the facility
- Inadequate hardware requiring frequent and expensive repairs

While operating remotely, communication within the organization became extremely disjointed. Staff members relied heavily on email, and forwarded calls from the hold system to their personal cell phones. The organization's administration team reached a breaking point when important project deadlines and grant deadlines were not being met. They needed a way to communicate effectively both inside and outside of the office that included the ability to forward calls and identify as PFC when working with clients remotely, with online presence capabilities to help identify staff that were readily available to make calls and perform other tasks.

Solution

- Assessed the needs of on-site and remote work environments
- Identified main pain points affecting the organization
- Installation of Managed Voice and Unified Communications

Systel worked with PFC's Vice President of IT, Rebecca Beck, to identify the main pain points affecting their organization. "What we needed was a solution that offered our staff the ability to make and return calls remotely with feature rich options, because they wanted the ability to text, and they wanted the ability to have a presence as an organization no matter where they were," stated Beck. Having assessed the needs of PFC, we invited Rebecca Beck of the IT Department to attend a Systel-hosted webinar on Managed Voice and Unified Communications, which ultimately solidified their decision to move forward with the VoIP solution.

Outcome

- Transformed company culture
- No infrastructure costs or additional wiring needed
- Fewer missed calls and voicemails received in a timely manner
- Enhanced communication among staff

The Partnership for Children of Cumberland County now has the ability to communicate both, internally and externally from a company phone system while working remotely. Since there are no infrastructure costs or additional wiring associated with Managed Voice and Unified Communications, this solution not only supports technology that will grow and expand with PFC, but also meets the uniquely restrictive purchasing challenges of this non-profit organization.

Beck has also noticed fewer missed calls among staff members and says, "Our staff has reported that they are able to provide support to their customers without missing calls and receiving their voicemails in a timely manner." Additionally, staff members can easily text or call their coworkers during the work day from the PFC phone system through the UC-One app, rather than using their personal phone numbers. "UC-One set us up for success, and it's contributed to a positive change in our culture as an organization," states Beck, "Systel has been very helpful throughout this process and willing to go above and beyond to ensure that they meet every need we have."