



Developmental Disability Care Provider Unifies Voice Communications Across 28 Locations

This Not-For-Profit, based in lower New York State, provides services to 500 children and adults who have developmental disabilities, where they need them most: in their homes, at their work sites, or in community-based residential programs.

The company employs 60 professionals at its headquarters, with an additional 60 located at 26 homes throughout New York State.

Their headquarters location had their own, aging telephone system, and each site had its own individual phone lines, which continued to drive costs up due to toll charges between the sites and headquarters. Quality of the telephone service at many of the sites was also a growing issue.

Management began looking for a solution to connect all of their offices with their headquarters site to reduce costs and improve the quality of their communications. After an extensive search of available technologies and solutions, the company selected Kinetech to provide its CrystalBlue Managed Voice Solution.

The company has since reduced its monthly telecommunications costs and the company increasingly relies on CrystalBlue to support the communications needs of employees who travel frequently.

Evaluating Telephony Options

During the process of evaluating solutions to reduce cost and improve communications, the existing PBX began experiencing problems. According to the IT Director "It would have been more expensive to repair it than replace it. "We looked closely at VOIP solutions, as they offered both cost savings, multi-site connections, and more features- at a lower cost. However, Hosted VOIP had quality and reliability limitations. On the other hand, premise

based IP PBX systems required us to invest (again) in purchasing, managing, and maintaining our own system", added their IT Director.

Relying on a Managed Service

The CrystalBlue Voice Service is a managed service that provides the best of Hosted VOIP and an IP PBX System. Businesses can take advantage of robust voice features designed specifically for their needs without the expense or headaches involved in managing telephony infrastructure and equipment obsolescence.

Kinetech deployed two networked OSPs (IP Voice Appliances) at headquarters and a remote site, and manages them centrally from a Network Operations Center. "We wanted to outsource our phone service. Kinetech offered a managed service with the benefits of on-site equipment, and that was appealing to us," explained their IT Director. "The OSP is located in our offices and connected to our network via Ethernet, and we never have to touch it—Kinetech manages it remotely and monitors performance to ensure we receive high call-quality for our inbound and outbound calls."

Cost Savings Realized

The company has reduced its voice communications providers from 6 to 1. Their monthly telecommunications costs have been reduced by \$1400 per month, and their internal staff no longer needs to manage the system, changes, updates, and repairs. This is a total savings of \$84,000 over 5 years!

Utilizing Productivity Features

The company selected Polycom VVX500 handsets, which are twelve-line IP phones with full-duplex speakerphone capabilities that are ideal for every day use. Employees now have easy access to call

forwarding, conferencing and dozens of other calling features, and the company relies on the auto-attendant to route inbound calls. Voice mails are automatically routed to each user's email account, allowing employees to benefit from the productivity advantages of relying on a single inbox for voice mail and email. According to their IT Director, "I check my email every evening from home, and my voice mail is automatically sent to my email account so I can just click on it to play my messages.

Leveraging Mobility

Staff can also take advantage of the call handling features such as one number access. For example, find-me/ follow-me can be used to route calls to alternate numbers such as cell phones so that staff can stay in touch- even while away from the office.

Routing Calls with Auto-Attendant

If a call comes into the main number after-hours or while the receptionist is otherwise busy, the company leverages CrystalBlue's auto attendant feature to easily route the calls to one of its many off-site properties.

Supporting Mobile Employees

"Using Kinetech's Road Warrior functionality, staff can have a phone in their home offices so they can receive business calls, and can access all of the same features that they can use at the office," explained their IT Director. The company plans to expand the use of Road Warrior by deploying smartphone apps (for iPhone, iPad, and Android) that turn the device into an extension off the telephone system (i.e. x1802)

Handling Emergencies

An after hours emergency line can be reached by dialing the main phone number. "Any call to our emergency lines will generate emails to management and the automatic generation of voice messages via email to defined employee lists ensures that we can be extremely responsive," said their IT Director.

Call Quality and Reliability

"Contact between patients, residents, family, and staff, is very important, so the quality of the service and the ease of quickly accessing messages and returning phone calls are key factors. Reliable phones are a necessity in our business—not a luxury," notes their IT Director. "The CrystalBlue Voice Service helps us communicate the value of our services. Our staff are readily available and incredibly responsive to voice messages, and the quality of the phone service communicates the sense of pride we have in our business."

Disaster Recovery

Multiple built in redundant systems, circuits, call paths, and automatic call re-routing were designed in to ensure that calls get through.

Dependable Service and Support

Since switching to the CrystalBlue Voice managed service, the company has benefited from cost effective reliable business phone connectivity, excellent call quality, and easy access to productivity-enhancing features. "Kinetech has worked closely with us to make sure that we get the most from this managed service," said their IT Director. "Support has been excellent and the Kinetech engineers have been undaunted in resolving issues and making sure we are happy with the service.

To learn more about this managed telephone service for your business, contact a Kinetech representative today at:



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