



STAGE 2 CASE STUDY: NOT-FOR-PROFIT

“Even with a fixed budget, Stage 2 worked with our company to implement a fully redundant voice and data network connecting over 1,000 employees at 26 locations.”

Director of IT

SUBJECT

One of the largest consumer-based nonprofit organizations in New York City offering assistance to developmentally disabled individuals and their families.

SITUATION

The New York City chapter of this national not-for-profit organization had 26 offices located throughout the City’s five boroughs and was planning to relocate their headquarters, and over 500 of 2,500 total employees, from Midtown to downtown Manhattan.

SOLUTION

Stage 2 presented the organization with a vision – to unify all of their branches with new headquarters under our hosted business phone systems solution. However, with details of the move still in flux, management felt that introducing staff to a new phone system might be overwhelming at the time, opting instead to implement Stage 2’s enhanced voice services.

Stage 2 installed DS3-level Internet service and five ePRIs via our Broadsoft switch for both the customer’s voice and data. This configuration provided not only high-speed and high-quality Internet access, but also 96 channels of voice/fax call paths, which were able to accommodate all inbound and outbound calling volume. In addition, Stage 2 coordinated a similar, scaled back installation – including limited demonstration of our hosted business phone systems solution – at one of the organization’s Midtown branches, affording the two locations full connectivity and an opportunity to test the system with an eye to eventual full chapter rollout.

The customer continues to turn to Stage 2 to upgrade voice and data connections among their many locations, implementing a carefully considered combination of hosted business phone systems and enhanced voice services solutions – an ongoing effort that takes into account existing systems capabilities and the organization’s goal to contain expenditures in light of its overarching mission.

SYNOPSIS

Stage 2 customized a flexible phone solution combining hosted business phone systems and enhanced voice services that:

- Leverages current phone technology while taking advantage of enhanced services and sampling an advanced IP-based platform.
- Improves quality of service and connectivity among multiple locations.
- Delivers a complete, converged communications network for the cost of what the organization was formerly expending for data alone.