



### NON-PROFIT CASE STUDY

## UNIVOIP HELPS A CALIFORNIA NON-PROFIT RELIABLY GO REMOTE & EMPOWERS SOCIAL WORKERS TO EXTENSIVELY COMMUNICATE WITH CLIENTS VIA MS TEAMS VOICE & SMS

When a California non-profit organization that provides services to children and adults with developmental disabilities needed a phone system that enabled remote work, UniVoIP stepped in to deploy a cloud-native Microsoft Teams voice solution across multiple locations statewide.

## THE CHALLENGE:

The non-profit needed to enable remote work, but its local Cisco PBX couldn't support telecommuting outside the organization's LAN. After deploying with WAN in an attempt to support remote workers, the system crashed several times – sometimes with lengthy downtime that impacted operations. The outdated platform wasn't scalable or reliable, and maintenance was becoming costly and time-consuming for the organization's internal IT staff.

## THE ACTION:

UniVoIP helped the non-profit move away from its outdated phone system by deploying Cloud-Native Voice for MS Teams along with SMS, virtual faxing, external paging, and parked phone numbers. To minimize disruptions, UniVoIP migrated systems gradually, starting with 200 users and completing 700 users in one year. Automated onboarding made assigning numbers and activating voice for Teams seamless.

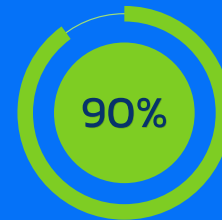


Trust UniVoIP for a hassle-free, cost-effective Microsoft Teams native calling experience.

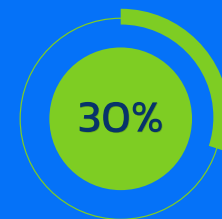
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## THE RESULTS:

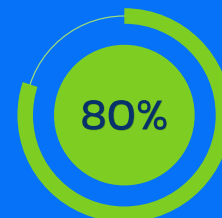
With Cloud Voice for MS Teams, the non-profit now has a platform that enables social workers to communicate with their clients more effectively – even on the go. Switching to UniVoIP's cloud-native solution has also helped the organization:



Deploy changes in 90% less time than when the IT staff had to send requests to the Cisco VAR.



Mitigate the receptionist call workload by 30% with Teams' speech recognition search function in the auto attendant.



Make 80% more administration changes internally thanks to UniVoIP's single-pane-of-glass Service Control portal.