



JFS CASE STUDY

UNIVOIP ENABLES JEWISH FAMILY SERVICE TO SAVE \$120,000 YEARLY WITH CLOUD VOICE FOR MS TEAMS

Jewish Family Service, a nonprofit human services agency based in San Diego, struggled with voice quality issues and overcharging from its phone provider. After switching to UniVoIP's Cloud Voice for Microsoft Teams, JFS was able to streamline communications, save on costs, and ensure every call got through to its vital services.

THE CHALLENGE:

As a non-profit serving over 70,000 community members each year, JFS needs reliable voice communications. However, its previous phone system suffered disconnected calls, voice quality problems, and expensive per-user charges just for basic call queues. Juggling separate phone and Teams clients also made it easy to miss important calls from clients in need.

THE ACTION:

JFS decided to run a proof of concept trial of UniVoIP's Cloud Voice for Microsoft Teams. After experiencing the solution's clear call quality, comprehensive feature set, and native Teams integration, the non-profit organization made the transition permanent. UniVoIP helped JFS get its new solution up and running quickly, even with legacy SIP phones and paging systems.



“With Cloud Voice for MS Teams, we’re in a much better place. We’ve **saved about \$120,000 a year**, and we now have features like fax and SMS in an all-in-one Teams bundle.”

PAUL CORIGLIANO

Vice President of IT
Jewish Family Service of San Diego

THE RESULTS:



By migrating to Cloud Voice for Microsoft Teams, **JFS has saved around \$120,000 a year** on communications costs.



JFS now has an **all-in-one platform** for Teams and voice calls, along with features such as auto attendant, call queues, fax, SMS, and more.



UniVoIP's solution also helps JFS improve productivity due to **substantially greater uptime** and user-friendly tools like the preview pane.

