

AVAYA IP OFFICE CASE STUDY



NJ Non-Profit Improves Connectivity with Avaya IP Office

Jewish Family Service of Atlantic & Cape May Counties is a multi-service family counseling agency dedicated to promoting, strengthening and preserving individual, family, and community well-being in a manner consistent with Jewish philosophy and values. JFS consulted with TDS to provide a comprehensive phone system since their existing system did not offer the high-performance features associated with today's advanced solutions. JFS was able to reduce monthly costs and improve communication with remote and field workers by implementing the Avaya IP Office solution.

The TDS Solution: Avaya IP Office

- ▶ Avaya IP Office with 8.1 Release Software for each location
- ▶ Power Users Licenses – Mobile Twining, One-X Portal, and Video Softphone
- ▶ Small Community Networking (SCN) Licenses
- ▶ Preferred Edition for Voice Mail Professional
- ▶ VPN/Firewalls for Site to Site Connectivity
- ▶ Benefits:
 - Over \$20,000 savings over 3 years on carrier bills
 - Connect locations using 3 digit extensions eliminating local call charges
 - Remote Hot Desking – log in to any phone with user extension
 - Voicemail to Email to allow for instant notification of messages
 - Mobile Twinning for field workers to receive calls to their cell phones
 - Softphone application for remote workers using laptops
 - Redundancy between sites for failover

JFS has 100 employees and many of them work remotely or in the field. They are not at their desk all day, every day. Remote Hot Desking allowed JFS to have a bank of available phones for their employees. Users can log into a phone and be contacted directly through their own extension number. This eliminated the need and cost to provide every employee with a phone.

The mobility and home office features have had a transformational effect for JFS. Voicemail to Email allows their employees to address messages immediately, Mobile Twinning allows calls made to extensions to be directly transferred to cell phones and Softphones allow remote workers to have full phone capabilities from their home using a laptop and headset.

TDS provides outstanding customer service and technical support during and after the installation of the systems. Staff likes the feature of voicemail to email. It allows staff to get voice mail messages instantly on our smartphones which helps increase efficiency with their schedule while in the field. The systems also allow us to use pc console on our computer to make and receive calls. - Yelitza Chang, Jewish Family Service of Atlantic & Cape May Counties

ABOUT TDS (TELEPHONE DIAGNOSTIC SERVICES, INC)

Since 1984 TDS, Inc. has earned an industry-wide reputation for superior quality work in the telecommunications field. TDS is your one source to streamline communications and make a host of advanced features available. www.tds-phone.com

Challenges:

- Outdated Panasonic system
- Could not connect remote office
- Local/LD charges between offices
- No intercom between offices
- No control over Caller ID
- Individual Voicemail systems
- High monthly phone bills
- Poor communication for remote workers
- No remote log in availability

Results:

- 2 connected Avaya IPO systems
- 3 digit dialing between offices
- Control Outbound Caller ID
- Cost Savings & Investment Protection
- Direct Dial Numbers
- Mobility & Home Office Capabilities
- Remote Log In access
- Site to site failover redundancy
- Remote Hot Desking
- User satisfaction and productivity