



# Beyond the Dial Tone: Not-For-Profit Embraces Video-Based Collaboration

Converged Technology Group helps a Regional Not-For-Profit Human Service Agency **increase productivity** and **enhance the lives** of its special needs clientele through a **comprehensive collaboration strategy** with video at its core.

## The Client

Communication is critical when you're serving a diverse and geographically disparate clientele, a task made even more complex when some of those clients are developmentally disabled. That was the case with a Regional Not-For-Profit Human Service Agency creating programs for individuals with unique developmental needs throughout the Northeastern United States. The agency, which provides services to recipients in group residential facilities as well as in-home assistance to families caring for loved ones at home, turned to Converged Technology Group, an award-winning Managed Services Partner (MSP), for help when administrators noticed a series of dropped calls, recurring instances of poor connectivity and reduced voice quality in the agency's existing voice and video conferencing environment.

## The Challenge

Effective communication is the key to success for this agency, which supports a large network of employees and service partners that encompass off-site physical, occupational, and psychology experts all collaborating to meet the needs of hundreds of service recipients. Since the agency's government funding is based on the number of clients it serves, communication problems that frustrated service recipients and prevented therapists from performing their jobs could quite literally lead to a loss of funding. While interruptions in both the availability and reliability of their communication and collaboration services initially led the agency's operations team to seek help from Converged Technology Group, the agency also identified concerns about computer and communication systems downtime and how it would communicate if disaster struck and its offices were shut down. Contacting Converged Technology Group was the right call.

**The goal was clear: Use technology to increase the agency's productivity, reduce its costs and mitigate risk.** Converged Technology Group's senior consultants engaged with the agency to tailor a solution aligned with its business and financial goals. By implementing an enhanced, more reliable and user-friendly collaboration infrastructure, the agency hoped it would garner huge productivity gains, something Converged Technology Group's consultants agreed was possible.

Previously, the agency had a fragmented approach that relied on multiple providers and resulted in a primarily hosted voice method of communication. Converged Technology Group instantly recognized one of the most productivity-boosting changes possible was an increase in the agency's adoption of video-based communication. Rather than scheduling in-person visits for routine matters with each individual specialist, enriched video communication would allow instant resolutions to recipient needs. In many cases, this could save the agency and its service providers time and money while dramatically increasing the level of care available to service recipients.

## Executive Summary

### THE CLIENT

- Regional Not-For-Profit Human Service Agency

### THE CHALLENGE

- Drive organizational efficiency and employee productivity through the use of Collaborative Technology
- Improve the response time and quality of consultative care to service recipients
- Reduce operational expense

### THE SOLUTION

- Designed a robust communication and collaboration platform based on Cisco technology
- Implemented the solution using a proven project methodology for seamless implementation
- Provided 24x7x365 managed support services for ongoing support

### THE RESULT

- Improved redundancy and failover, increasing availability by 400 percent, resulting in an anticipated time savings of 656 workdays per year
- Reduced lead-time to consultative care from weeks and days to hours and minutes
- Realized 15 percent OpEx cost savings

## The Solution

In all, the solution was based almost entirely on Cisco technology including Cisco Unified Communications Manager for call control; Cisco Unity Connection for unified messaging; Cisco Paging Server software for broadcast paging both internally and to group homes; Cisco Jabber for instant messaging and presence; Cisco MediaSense for call recording, a regulatory requirement for this client; SIP trunking for call routing with basic phone service (POTS) backup; Cisco WebEx cloud conferencing system with Collaboration Meeting Rooms for web conferencing; and a video conferencing solution with Cisco TelePresence SX10 endpoints.

**An efficient transition to the agency's new technology solution was critical.** Converged Technology Group worked with the agency to provide a smooth and successful implementation that allowed it to quickly realize the solution's inherent benefits. By applying a proven and consistent project implementation methodology, Converged Technology Group was able to ensure a seamless transition to the agency's new solution and services. The agency also tapped Converged Technology Group's Assist360° managed support services for help with monitoring and managing its new infrastructure, a move which significantly – and cost effectively – extended the agency's internal IT capabilities. In addition to resolving concerns about downtime during a disaster, this provided the agency the everyday security of having 24x7x365 monitoring and alert services for any performance issues on key infrastructure devices with a 15-minute SLA-based response time. And it gave the agency unlimited help desk support for day-to-day moves, adds, changes and deletions as well as complete vendor management and a single number to call rather than trying to manage a complex multi-vendor environment in house.

Additionally, Assist360° provided the agency with a unique network optimization service in which Converged Technology Group's Network Operations Center team proactively consults with the agency's internal IT staff on a quarterly basis, evaluating ways to improve the existing infrastructure as well as examining the opportunity to introduce new technologies over time that will improve recipient care. Through this partnership, Converged

Technology Group helps the agency's IT team continuously evaluate how it can better realize the benefits of its investment and, ultimately, how it can improve the availability and use of technology to provide enhanced services to its recipients and their families.

## The Result

**In the end, Converged Technology Group was able to migrate the agency to a co-managed, highly reliable and high-availability collaboration platform** that included robust features like instant messaging, presence, video calling and conferencing, all of which facilitated more effective collaboration between service providers and group home service recipients, group home coordinators and the agency's central office.

Converged Technology Group also addressed the agency's concern about downtime by improving redundancy and failover. **Resiliency and system failover capabilities have significantly improved the agency's uptime which translates to as much as a 400 percent gain in availability.** The changes Converged Technology Group implemented are having a direct and measurable impact; over the course of a year, **the agency is expected to regain 15,750 man hours – a total of 656 workdays per year agency-wide.** These time savings can be directly attributed to the new system's efficiencies, and the hours saved can now be better spent serving the agency's special needs clients and their families.

The new solution has given the agency the ability to provide immediate consultative care to its recipients. And by consolidating and standardizing its communications infrastructure, Converged Technology Group has created a seamless way for this not-for-profit agency to communicate with each of its constituents through a **more reliable and feature-rich collaborative environment at a 15 percent OpEx cost savings – a significant advantage for any business.**



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## About Converged Technology Group

Converged Technology Group is the leading provider of co-managed advanced technology solutions that improve IT performance, end-user productivity and organizational efficiency for commercial organizations. Located in Islandia, NY, Converged Technology Group provides enterprise networks, collaboration, and virtualized data center solutions and services to multinational enterprises headquartered in the Northeast region.

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