

Non-Profit

# Good Works: Controlling Communications Costs for United Way

## Overview

As a nonprofit organization that depends on charitable contributions from the community, United Way of Central and Northeastern Connecticut made cost management a priority and a key factor in the selection of an upgraded communications system. CCI Voice helped the organization implement a cloud-based replacement phone system that reduced on-site equipment requirements and lowered monthly costs—freeing up funds for United Way’s important outreach work.

## Background

United Way of Central and Northeastern Connecticut operates in a 40-town region, providing financial assistance and guidance for families in need, as well as programs to help children succeed both academically and in life. As a large nonprofit organization, they knew that they needed a reliable, durable communications system that would not require regular capital expense outlays. Because they did not have an internal IT team, they also needed knowledgeable local support for the system that was available on demand.

## Approach

Once it became apparent that the United Way’s older phone system was nearing the end of its life, the CCI Voice team quickly assessed the organization’s usage requirements and budgetary concerns—recommending a transition from their 45-phone 3Com phone system to a hosted, cloud-based service that was managed off-site by the CCI team. Initially, the client was apprehensive about making a change because their previous system had served them well, and they recognized that change can be challenging for some users. CCI suggested a move to their hosted phone service because it would mean less equipment on-site, which was appealing to United Way’s executives as a means to reduce infrastructure management and costs. CCI managed every aspect of the installation and acted as a training and troubleshooting resource for the organization, both during the installation and afterwards, as users became accustomed to the new system. The CCI team was also available to provide cabling assistance when needed and worked with United Way’s IT firm to ensure that the network was ready for hosted phone service.

**“We’ve had a positive working relationship with CCI Voice for many, many years and know from experience that they always have our best interest in mind.”**

– Elaine I. Pertillar, United Way of Central and Northeastern Connecticut, Administrative Services Senior Manager

## Results

United Way’s monthly phone service payment was comparable to what they had paid another carrier in the past, but the new CCI cloud-based service offered far greater benefits: unlimited phone calls, 24x7 technical support, and a comprehensive warranty for their phones. The organization’s initial expenditure was significantly below market for an on-site phone system, yet included more than 60 phones—and ongoing on-site equipment, maintenance and repair costs were significantly reduced.



**United Way of Central and Northeastern Connecticut**

## About CCI Voice

CCI Voice is not just talk. Offering anytime, anywhere connectivity to leading businesses in New York, Connecticut, Massachusetts and Rhode Island, the company has maintained its leadership as a provider of telephone and computer network equipment, software and critical communications infrastructure for more than two decades. Known for their wide range of service options, dedicated support system and understanding of specific client environments and business needs, CCI is a local, hosted voice provider that builds and manages flexible, state-of-the-art telecommunications systems designed to scale and grow.



For more information call **+1 203-938-3000** or visit **www.CCIVoice.com**  
NY: **+1 631-447-9000** NJ: **+1 201-834-0000**