# NONPROFIT

## CHILD ADVOCACY AND SERVICES NONPROFIT BRINGS ROI TO THEIR VOICE WITH VOCAL IP

### OVERVIEW:

For nonprofits, budget is always an overriding concern, dictating how widely and substantially they can reach those most in need of their help. This New York nonprofit, a child's advocacy group, found a major cost problem in their existing voice and data infrastructure: they were being overbilled by their provider, while being overburdened with maintenance tasks. With an audit of their existing systems and our own virtualized network solutions, Vocal IP was able to deliver a cutting edge telecommunications network on budgetary terms that provided reliable ROI.

### PROBLEM:

This Vocal IP customer, a New York-based child's advocacy and social services organization, is primarily focused on delivering healthcare, educational and social resources to the area's most underserved and vulnerable youths and families. They currently serve over 20,000 clients annually and span over 40 locations throughout the New York area.

Budget is always a challenge for any nonprofit, and cost control is one of the most reliable benefits of an IP-based telephony platform. In this case, however, their previous network services provider had placed them on a TDM-based networking infrastructure that wasn't suited to their needs, and offered little to no customer support. When our team investigated the matter more fully with a complete audit of their telecommunications needs, they discovered another, more pressing problem: they were also being overbilled by their provider.

This organization needed a modern, robust virtualized network infrastructure that provided solid HIPAA-compliant security, low latency, high reliability, and a highly visible cost structure that worked with their budget and could be easily verified.

### SOLUTION:

Upon completion of the appraisal audit, the Vocal IP team recommended transitioning to a Cloud Voice solution tied directly into our private MPLS core. This would eliminate existing latency and bandwidth concerns, dramatically increase reliability, and deliver an unparalleled level of data privacy and security. The MPLS connections would be terminated to FWaaS (Firewall as a Service) solutions based in our HIPAA-compliant data centers, complete with 24/7/365 NOC-based Tier 2 support.

The immediate benefit of this solution, aside from security and reliability, would be ease of maintenance. The organization's IT director could review and maintain the full network on a centralized basis via an easy-to-use web-based dashboard, while Vocal IP engineers would complete fast site deployments and painless moves, adds, and changes. By shifting to a virtualized firewall environment, they could eliminate a major cost burden – their UTM (Unified Threat Management) subscriptions – as well as the enormous strain of managing their many appliance-based firewalls internally.

The biggest problem to tackle, however, remained the budget concerns. With highly transparent and visible billing, Vocal IP was able to deliver the hard data they needed to make smart investment decisions and eliminate their overbilling risks. Between the firewall savings, the shift from TDM networking, and the adoption of SD-WAN technology over cheaper unmanaged bandwidth, we were able to make a powerful dent in their telecommunications spending. Vocal IP has since continued to work with their team to expand and refine their telecom solutions within their budgetary framework, ensuring a continuing ROI with a system that would continue to support their growth.

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