



Deploying Rapid Unified Communications Solutions

Case Study

How SFTelco was able to deploy a Unified Communications solution using 2600Hz's backend.

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SFTelco's Story

About the Latino Commission

Founded in 1991, the Latino Commission fought back against substance and alcohol abuse in Alameda County. Serving those in need, the Latino Commission provides all types of services to the community, including youth education, court mandated rehabilitation, and support clinics. Their services are a valuable part of the area's cultural melting.

Challenges

Like many non-profit organizations, The Latino Commission relies heavily on grants to conduct day-to-day operations. Over the past few years, the Latino Commission looked at communications and IT platforms for their office, but prohibitive costs were the constant barrier of the non-profit. To compound issues, a power outage occurred that wiped the configurations of the Latino Commission's phone system. AT&T quoted 45 days to get appropriate personnel onsite, and hosted vendors offered a solution that would take weeks to implement. The Commission needed an immediate solution to get their business back up and running.

“Whether they are a start-up or established enterprise, 2600Hz's productivity tools allow our clients to get what they need, while drastically reducing critical overhead costs. The time-saving advantages of 2600Hz's Unified Communications systems deliver key operating efficiencies in a manner unmatched in the industry.”

Felix Oseguera

CEO | Semper Fi Telecommunications, LLC



2600Hz's Solution

Solution

After discussing the viability of the 2600Hz platform for over a year, SFTelco deployed, provisioned and installed a new communications network across five buildings at the Latino Commission's headquarters. SFTelco was able to deliver an affordable, world-class communications system in less than four hours.

Business Outcome

Using 2600Hz's Unified Communications platform, SFTelco installed an advanced telecom infrastructure for the Latino Commission while simultaneously drastically reducing costs. In fact SFTelco reduced the Latino Commission's operating expenses by 80% with zero capital expenditures. The ten-year savings will exceed half a million dollars, allowing the Latino Commission to continue providing critical services within Alameda County. 2600Hz's architecture offered the Latino Commission a professional image and included advanced features such as customized call routings and greetings.

Solution Area

- Price Savings
- Improved Call Quality
- Reliability
- Time to Market
- Scalability
- Advanced Features