



Autism Treatment and Education Center Unifies Voice Communications Across 30 Locations

***This Not-For-Profit, based in the Hudson Valley, NY** provides residential, educational, and day programs to children and adults. The company employs over 1000 professionals at its headquarters and 30 locations throughout New York State.*

The CIO began looking for a solution to connect all of their offices with their headquarters site to reduce costs and improve the quality of their communications. After an extensive search of available technologies and solutions, the company selected Kinetech to provide its Managed Voice Solution.

Comparing Options

"We looked closely at VOIP solutions, as they offered both cost savings, multi-site connections, and more features- at a lower cost. However, Hosted VOIP had quality and reliability limitations, and premise based IP PBX systems required us to invest (again) in purchasing, managing, and maintaining our own system", added their CIO.

Leveraging Managed Services

The Kinetech Voice Service is a managed service that provides the best of Hosted VOIP and an IP PBX System. Businesses can take advantage of robust voice features designed specifically for their needs without the expense or headaches involved in managing telephony infrastructure and equipment obsolescence.

"We wanted to outsource our phone service. Kinetech offered a managed service with the benefits of on-site equipment, and that was appealing to us," explained their CIO. "The StarBox is located in our offices and connected to our network via Ethernet, and we never have to touch it—Kinetech manages it remotely and monitors

performance to ensure we receive high call-quality for our inbound and outbound calls."

Call Routing Keeps Staff in Touch

If a call comes into the main number after-hours or while the receptionist is otherwise busy, the company leverages Kinetech's auto attendant feature to easily route the calls to one of its many on-campus buildings and off-site properties.

Mobility Services

Staff can also take advantage of the call handling features such as one number access. For example, find-me/ follow-me can be used to route calls to alternate numbers such as cell phones so that staff can stay in touch- even while away from the office.

Utilizing Productivity Features

The company selected Polycom VVX310 and VVX410 handsets, which are 6 and 12 line IP phones with full-duplex speakerphone capabilities that are ideal for every day use. Employees now have easy access to call forwarding, conferencing and dozens of other calling features, and the company relies on the auto-attendant to route inbound calls. Voice mails are automatically routed to each user's email account, allowing employees to benefit from the productivity advantages of relying on a single inbox for voice mail and email.

Handling Emergencies

An after hours emergency line can be reached by dialing the main phone number. "Any call to our emergency lines will generate emails to management and the automatic generation of voice messages via email to defined employee lists ensures that we can be extremely responsive," said their CIO.

Zone 911 Services and Notification

In the event of an emergency, it is very important to ensure that emergency responders are directed quickly to the correct location. Zone 911 allows us to pinpoint down to the building, floor, and room where the 911 call was initiated.

Business Continuity

Multiple built in redundant systems, diverse access circuits, call paths, and automatic call re-routing were built in and designed in to ensure that calls get through in the event of a broadband circuit failure, power failure, or other disruptive event.

Call Quality and Reliability

"Contact between patients, residents, family, and staff, is very important, so the quality of the service and the ease of quickly accessing messages and returning phone calls are key factors. Reliable phones are a necessity in our business—not a luxury," notes their CIO. "The Kinetech Voice Service helps us communicate the value of our services. Our staff are readily available and incredibly responsive to voice messages, and the quality of the phone service communicates the sense of pride we have in our business."

To learn more about this managed telephone service for your business, contact a Kinetech representative today at:



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Electronic Faxing

Documents can easily be sent and received using the desktop StarFax Electronic Fax application. Faxes can also be directed to email, making it convenient to receive faxes when away from the office.

Cost Savings Attained

The company has reduced its voice communications providers from 5 to 1. Their monthly telecommunications costs have been reduced by over \$10,000 per month, and their internal staff no longer needs to manage the system, changes, updates, and repairs.

Dependable Service and Support

Since switching to the Kinetech Voice managed service, the company has benefited from cost effective reliable business phone connectivity, excellent call quality, and easy access to productivity-enhancing features. "Kinetech has worked closely with us to make sure that we get the most from this managed service," said their CIO. "Support has been excellent and the Kinetech engineers have been undaunted in resolving issues and making sure we are happy with the service."

Specialists in Healthcare Communications