



WESTSIDE CHILDREN'S CENTER

Industry Focus: Not-for-profit**Employees:** 85**Location(s):** 2**Allworx Solution:**

- 24x Phone System
- 6x Phone System
- 9212 IP Phones (100)
- Advanced Multi -Site
- Call Assistant
- Mobile Link

Web Site: www.westsidechildrens.org

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CFO

Westside Children's Center

Allworx Assists Westside Children's Center

About Westside Children's Center

Westside Children's Center (WCC) was founded in 1987 by a child advocate who was concerned about the growing number of infants and toddlers entering the foster care system in Los Angeles County. Initially, the agency focused on providing foster care for children who were prenatally exposed to drugs, physically and sexually abused, neglected, or abandoned, as well as other children from ages birth to five referred by the Los Angeles County Department of Children and Family Services. Today, WCC has grown into a multi-service agency dedicated to meeting the wide array of needs found among families living on the Westside of Los Angeles County overwhelmed by poverty, addiction, violence, and isolation.

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Rahul Bahri
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The Challenge

WCC has two locations in Los Angeles, one on Slauson Avenue and one on Wagner Street. Unfortunately, these two locations were outfitted with two disparate phone systems. As a result, WCC was unable to communicate seamlessly or transmit data between sites, despite spending over \$36,000 per year on voice and data services. “The phone systems at our two locations were not connected,” said Rahul Bahri, CFO of Westside Children’s Center. “Consequently, every time someone had to speak to an employee at the other location, they had to make an outside call.”

However, that was not the only downside WCC experienced with its previous phone system. “We had some challenges,” said Bahri. “Our needs were expanding and the technology was too old to satisfy them. Setting up new users was too complex. At the end of the day, the systems were not very user-friendly.”

“We did realize as we were expanding that these problems became a hindrance to the operation – they started impacting productivity several years ago,” added Bahri. “We needed a better solution for the phone system, but being a not-for-profit we just didn’t have the funds.”

The Solution

Once WCC was able to find the budget to procure a new phone system, it put out for bids to a number of different vendors in the Los Angeles area. One of these vendors, MTG Consulting, led by Jim Holmes, had performed a small cabling project for WCC in the past when it had expanded its Slauson Ave. office space. In order to outfit the new space with phones and computers, Holmes ran both Cat3 and Cat5e cabling from the agency’s existing office into its new space.



This time around, MTG came to the table with a converged Allworx solution that would link the agency’s two locations

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and provide an abundance of productivity boosting features. WCC was sold and MTG moved forward with the installation of an Allworx 24x Phone System and 70 Allworx 9212 IP Phones at the Slauson Ave. location and an Allworx 6x Phone System and 30 Allworx 9212 IP Phones at Wagner St. MTG also set up a number of advanced Allworx Software Features as well as Music On Hold.

Thanks to MTG, the agency was up and running on its new system in no time – and its total communications costs were cut in half at both of its locations. "The installation process was very smooth," said Bahri. "MTG delivered on all their promises. The timelines were adhered to, trainings were held in time, and the system measured up to all the expectations they had given us."

MTG also set up WCC with a SIP Trunking solution. By utilizing SIP, WCC can now finally route calls between its sites, allowing its employees to communicate more seamlessly than ever before. The agency also uses SIP to enable its employees to be connected from anywhere via telecommuting, softphones, and Unified Communications features such as voicemail to e-mail integration.

Furthermore, thanks to the converged aspect of the new communications system at WCC, a single Cat5e cable can now support both its voice and data needs – while also having cut the cost of cabling a new employee's workspace in half. It also allows WCC to move employees around its offices without incurring any out of pocket expense.

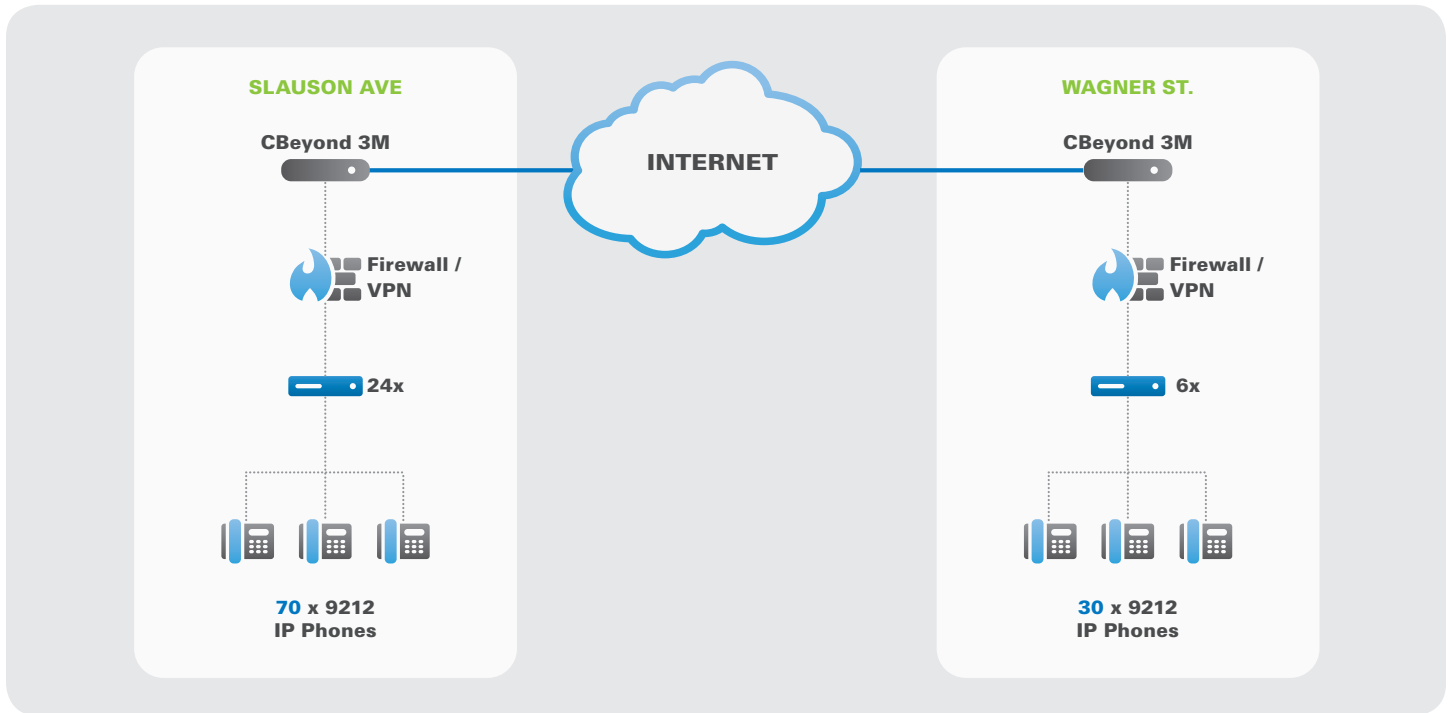
The Benefit

The benefits WCC has realized since transitioning to its Allworx system have been more than plentiful. "It's very easy, it's very intuitive, it's a very robust system," said Bahri. "We haven't had any problems since the time it has been installed, and it provides advanced services and features which our users like."

"The user satisfaction has absolutely increased," added Bahri. "There's no comparison with what we used to have and what we have now. The fact that you're easily able to change your presence and say, 'I'm out of the office,' or forward your calls, it's incredible."

One of the aspects Bahri most enjoys about Allworx is how comprehensive the features and abilities of the system are. "Allworx is really good at anticipating the needs of its users," said Bahri. "It provides so many features that are very useful. They all enhance productivity and they're very business friendly and very easy to manage, so the system is a very good system in that it anticipates the needs of the user rather than being something that you have to cobble together. Any need that you might have is provided for."

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WCC has also benefited greatly from the ability to unify its sites with Allworx Advanced Multi-Site. The agency now enjoys global call routes that include handsets at both locations, a global directory across both locations, and the ability to monitor handsets from both locations via BLF. "We've experienced a large increase in productivity now that our two locations are connected," said Bahri.

Ultimately, the agency has MTG Consulting to thank for bringing it to Allworx in the first place. "I always tell my

colleagues that you end up meeting people who always fall short of expectations, but sometimes you meet people who exceed your expectations in virtually every aspect, MTG falls in that category," said Bahri. "They're definitely a vendor you keep. They've delivered on their promises, they haven't nickel-and-dimed us, and they've been there to assist and help see things from our perspective. It's been a very, very satisfying experience and MTG has been an excellent, excellent partner."

Solution Personalized for Westside Children's Center:

- **Phone Systems**
 - 24x
 - 6x
- **IP Phones**
 - 9212 (100)
- **Software Features**
 - Advanced Multi-Site
 - Call Assistant
 - Call Queuing
 - Conference Center
 - Internet Call Access
 - Mobile Link

About Allworx

Allworx, a wholly owned subsidiary of PAETEC Holding Corp. (NASDAQ GS: PAET), develops award winning phone & network systems for small-to-medium sized businesses and sells these products through a network of Authorized Resellers. By combining the advanced features of today's VoIP systems with the key system features SMBs have grown to rely on, Allworx systems are ideal replacements for the millions of aging (TDM) PBX and key phone systems in use today.

Contact Us

866.ALLWORX • www.allworx.com • contact@allworx.com