



BROADWAY BAPTIST CASE STUDY

ABOUT BROADWAY BAPTIST

With over 140 years of history, Broadway Baptist Church has become a cornerstone in the Louisville community. An organization run largely by volunteers, Broadway Baptist is as diverse as the community they serve.

CHALLENGES

Broadway Baptist already had a signed contract and scheduled installation date for their new cloud phone system sourced by Virtual Telecomm. However, 6 weeks before the scheduled installation date their premise-based phone system went down as a result of a dead, smoking CPU.

SOLUTIONS

Virtual Telecomm immediately engaged with the church to find a solution. Virtual Telecomm was able to reestablish service to the primary phone line within minutes of assessing the equipment damage. Utilizing spare phones in inventory from the Virtual Telecomm office, and leveraging our carrier relationships, we were able to set the church up with temporary extensions and call forwarding.

The new cloud phone system phones were shipped immediately and the target installation was moved up and successfully deployed.

INDUSTRY

Religious Organization

CHALLENGES

Severe damage to existing premise-based phone system

SOLUTIONS

Cloud-based phone solution

IMPACT

Improved productivity

IMPACT

Broadway Baptist Church's voice services were successfully restored in only two hours. As a result of the incident the new cloud phone system was installed weeks ahead of schedule.

“

It's really been good. I've reached out to Amanda a couple of times about training. She's responded super quickly and been able to schedule and reschedule based on our changing needs.”

Scott Kimbell
Interim Director of Operations
Broadway Baptist

1

seamlessly integrated
solution

4

weeks ahead
of schedule



Click here to check out the Broadway Baptist Church video case study on Virtual Telecomm's YouTube channel.



ABOUT VIRTUAL TELECOMM

Since 2004, Virtual Telecomm has supplied forward-thinking solutions and infrastructure to companies seeking value and scalability. As your point of contact for multiple carrier options for phone, internet, and private data services, we save your company time and money by selecting unbiased and perfect-fit solutions based on your unique needs.

To learn more about Virtual Telecomm and our consulting services, visit virtualtelecomm.com.