



YMCA of GREATER LOUISVILLE CASE STUDY



INDUSTRY

Health & Wellness

CHALLENGE

7-day deadline to migrate to a new phone provider

SOLUTIONS

Cloud-based telephone system

IMPACT

Seamless, uninterrupted phone service



ABOUT THE YMCA

YMCA of Greater Louisville was founded in 1853 and since its origin has served millions of people. Now, the Y network has grown to include 12 branch locations across the Greater Louisville area. In 2017 the Y served nearly 130,000 members across the city. The Y is also the largest childcare organization in Louisville, providing before- and after-school care for children in Kindergarten through 8th grade.

CHALLENGE

The Y's premise-based phone system (aka PBX) had repeated service outages over several months. To make matters worse, the phone system vendor could not resolve the mounting problems.

The phone system outages didn't go unnoticed by concerned Y members. During outages parents couldn't reach the staff to check on their children and the Y couldn't make outbound calls in the case of an emergency.

Out of concern for their members, the Y's key IT staff started searching for a new, more reliable phone system solution that could better handle their needs. The Y engaged Virtual Telecomm to help search for new solutions and through that process we identified three potential cloud phone system providers to meet their needs. As the Y narrowed down their search for a final partner, unforeseen circumstances with their existing system allowed only seven days to migrate to the new solution.

SOLUTION

Leveraging Virtual Telecomm's cloud-based phone system recommendation, the Y was able to deploy a centralized call center to support all inbound calls. The cloud phone system solution also delivered four-digit dialing across all branches, the latest Unified Communication applications for users, and an Admin portal for simplified management.

IMPACT

Within one week the Y's communication system was dramatically changed for the better. With a near seamless transition, Y employees are now able to make and take calls without fear of another phone outage occurring. Even more importantly, the fears of thousands of concerned parents were put at ease.

12

seamlessly
integrated locations

1

cloud phone
system provider

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“We are grateful for our partner Virtual Telecomm that echo our values of caring, honesty, respect, and responsibility and provide the reliable voice infrastructure that is needed to successfully serve thousands of people in the greater Louisville area.”

Ryan Kingery
VP of Information Technology
YMCA of Greater Louisville



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.

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