

*"UniVoIP came to us as highly recommended by an association member which is the reason why there was no doubt in our minds they were the best solution to our scaling needs. A referral is the best, most trustworthy source of information one can have access to. The ability of scaling up or down is essential and UniVoIP has been able to facilitate that. They have been on our side and helped achieve our mission in better catering, communication and responding to our community. UniVoIP represents itself with the utmost integrity and is very attentive to your needs."*

Nicci Solomons, Hon. AIA|LA, Executive Director

## Summary

### Company Name

The American Institute of Architects, Los Angeles

### Industry

Nonprofit

### Location

Los Angeles, CA

### About

As a membership organization of approximately 3000 architects, interns, and allied professionals, Los Angeles AIA advocates through the lens of architecture and urban design a more livable and sustainable future.

## UniVoIP Is Highly Recommended To AIA|LA As A Scalable, Reliable and Affordable Solution For A Nonprofit Organization

### Providing Leadership In Improving The Built Environment

Formed 115 years ago -The American Institute of Architects, Los Angeles (AIA|LA) is a nonprofit organization dedicated to furthering the efforts of its parent organization, the American Institute of Architects (AIA), by specifically serving the interests of our local architecture and design community. AIA|LA's membership includes architects and design professionals actively engaged in the industry. Members work at diverse companies representing a broad range of professional practices. Through advocacy, education, networking and outreach, AIA|LA serves as a resource to help make the Los Angeles region more delightful, healthier, more sustainable and economically competitive.

### AIA|LA Chooses UniVoIP For It's Scalability and Reputation

Prior to leveraging UniVoIP's cloud-based solution, AIA|LA operated under an antiquated, feature-less phone system that did not offer scalability, support nor the ability to easily get replacement parts as the provider no longer supported the hardware or offered an ability to upgrade. The growing organization needed to adopt a reputable and robust communications solution that would offer them unlimited lifetime warranty on hardware and also built-in upgrades as well as integration capabilities with software and other services used. As UniVoIP fit the bill, they elected to move forward with the customized solution in the pursuit of their mission to lead innovative architecture and act as a catalyst for growth and success.

### A Selection Process Based on Reputation, Trust and Brand

UniVoIP was referred to AIA|LA as a robust and reliable, complete cloud-based phone system solution that an organization can leverage and grow with, while enjoying an affordable monthly cost. With being highly regarded as such a scalable, innovative, and supportive elite-class system with full reliability and security, AIA|LA knew UniVoIP was the solution for them.

*"UniVoIP was highly recommended to us by one of our association members. They were very satisfied with the overall services and truly felt that it was the most robust solution available. AIA|LA was told that the service, support and features were flawlessly integrated into their operations. We didn't even shop around because UniVoIP came to us so highly regarded and we wanted to stick with what we knew has already worked for others."* - Nicci Solomons, Hon. AIA|LA, Executive Director

### A Solution That Supports Relationship Building and Community Support

As the staff at AIA|LA is always on the go, traveling to and from sites, offices and telecommuting, the organization leverages UniVoIP's advanced features to enhance their communication and collaboration efforts. A leading priority for AIA|LA is to create long lasting relationships and support with their community. By anchoring their business in features such as voice to e-mail transcription in order to organize important callers/supporters that need attention, and activating an auto attendant when their receptionist is under a heavy workload, AIA|LA can continue to maintain a strong connection with their community.

