

"We needed to upgrade. There were so many limitations with our old system that it couldn't even support all of the workers in our office. UniVoIP's system has helped us enhance communication and collaboration with not only members, but also donors. There is no comparison."

Elaine Woloshyn, All

Summary

Company Name

International Institute of Akron

Industry

Non-Profit

About

The International Institute of Akron (IIA) is a leader in the ever-expanding international community in Summit County, Ohio. A nonprofit agency founded in 1916, each year IIA provides services to over 10,000 immigrants in Northeast Ohio and resettles over 500 refugees.

UniVoIP Helps The International Institute of Akron Move On From a 20 Year Old Traditional Phone System

Transitioning Immigrants into American Society

The International Institute of Akron's mission is to contribute to the well-being of their community by creating and implementing programs and services that assist those born outside the United States to integrate into American society. They work to promote public awareness of the value of ethnic diversity and to encourage international communication.

A Smooth Move For IIA Into The Feature-Rich Cloud

For 20 years, IIA had a legacy phone system, with very few features, on-going expenses and a system that limited the number of users to fewer than the amount of workers in the office. Their system was in desperate need of an upgrade and after taking a look at what placing their communications into the cloud could do for their organization, they realized just how important it was to make that necessary change.

Empowering The Organization From Day One

With any non profit organization comes great societal and cultural responsibility. It was the mission of UniVoIP's sales executive to put the organization on the right path and provide them with a system that would empower IIA to continue to change their community for the better. From day one, the organization was fully supplied with equipment, had access to every feature the phone system offered and given all the necessary training to get their organization accustomed to the feature-rich cloud solution. UniVoIP's cloud technology and it's advanced features, has empowered IIA to enhance efficiency and productivity of their staff from the beginning of implementation.

"The UniVoIP sales executive was very helpful from the beginning. He explained all of the features and the value of having a system we weren't familiar with. We knew what we were getting up-front." - Elaine Woloshyn, IIA

VoIP Features That Support a Growing Non-Profit Organization

IIA is an ever growing non-profit organization and now they are operating with an elite class telecommunications system that can grow with them. As many organizations have "mobile workers", IIA is no different. The organization utilizes the "mobile twinning" feature, which allows a user to designate a separate device to ring simultaneously with their desk phone so that they never miss an important call from a supporter. Additionally, the users at IIA are often working with the community and when they aren't available, an auto-attendant is there to direct calls to the proper extension - keeping a strong relationship with supporters. While it's not always easy to be available at all times, IIA takes advantage of the voice-mail to email transcription feature so that when it's time to return calls, the messages are organized and available right in their email.

