



"Telecommunications has changed a lot over the years and UniVoIP is changing with it. UniVoIP is well-known in the industry for forward thinking and is the true leader in the industry."

SBWIB, Inc IT Manager

Summary

Company Name

South Bay Workforce Investment Board

Industry

Non-Profit

About

SBWIB, Inc helps businesses improve their bottom line by reducing recruitment and training expenses, while increasing employee retention and productivity and turning existing employees into better-trained, more highly-skilled assets.

South Bay Workforce Board Experiences 6-Digit Savings by Empowering Their Business in The Cloud with UniVoIP

Providing Policy Guidance for Businesses

The mission of the SBWIB, Inc. is to collaborate with business, economic development, education, government, labor and community organizations to provide a dynamic, efficient and effective workforce development system that ensures a skilled workforce and a healthy economy in the South Bay region of Los Angeles County.

VoIP Provides SBWIB, Inc with Advanced VoIP Technology

Originally with Avaya, a legacy phone system, SBWIB, Inc realized operating and support costs for their out-of-date system was very expensive to maintain. The company decided to explore other options and find a solution that would provide them with the newest technology on the market as well as provide them with at least a 7-10 year operating range.

Enjoying a Lower Cost of Ownership

After researching ShoreTel, AT&T hosting solution and Mitel in house implementation, SBWIB was looking to cut down on operating costs and UniVoIP provided the company with a detailed report explaining the cost benefits of switching to VoIP.

"The UniVoIP sales consultant was detailed oriented and did a great company due diligence report with overall operating cost savings. UniVoIP saved the company 6-digits for the term in operating costs."

Cutting Edge VoIP Features: Flexibility, Scalability, Mobility

SBWIB is now able to benefit from all the features of a big business-style phone system without the expensive equipment costs of an IP PBX phone solution. With over 200+ employees across 5 sites, every user was set up with ease and without limitations. With UniVoIP's Online Administrative Web portal, every user is able to utilize and manage the system from day one, as well as personalize their phone to meet their needs.

With 5 locations, "mobility" and the transition from site to site for SBWIB users is crucial. UniVoIP's system allows users to move from each location, or to a client's office, without breaking the line of communication as if they were at their desk. The system's "twinning" feature makes it easy for employees to travel and use their personalized phone features on the go, no matter which site they are at.

