

"UniVoIP made it possible for us to unify all our communications with one vendor, at one low monthly cost. The sales consultant understood what our organization needed and tailored our solution to match our budget and needs. We have dramatically simplified our processes and can now leverage communication channels to support our mission and better serve our community."

Awi Ramli, Life Steps Foundation

Summary

Company Name

Life Steps Foundation

Industry

Nonprofit

Location

Culver City, CA

About

Life Steps Foundation, Inc. is a fiscally responsible, culturally competent organization dedicated to meeting the health, psychological, and socioeconomic challenges of people throughout their life span.

Life Steps Foundation Adopts UniVoIP's Cloud-Based Solution to Achieve Their Mission and Budgetary Requirements

Helping Individuals With Health, Psychological and Socioeconomic Challenges

Life Steps Foundation (LSF) began its services in 1982 as a partnership among three mental health professionals who identified the need for in-home educational and preventive interventions as an alternative for individuals and families who were unwilling or unable to receive services in institutional settings. Since then, they have evolved from a "mom and pop" operation based in the South Bay of Los Angeles County to an enterprise-level organization developing programs for various ages and disabilities statewide, with headquarters in Culver City, CA.

Life Steps Foundation Re-assigns Budget to True Fundraising Programs

As an organization that almost entirely relies on a very tight budget coming from the Department of California State, the organization needed to decrease operating costs to allocate more money to its true community programs supporting their mission. Prior to UniVoIP, cloud communications was a foreign solution to LSF. The soon found out that with UniVoIP's customized cloud solution exclusive to nonprofits, they would experience tremendous savings allowing them to re-allocate budget closer to their hearts. UniVoIP's compassion for Life Steps Foundation's causes bundled with a customized cloud-based solution, allowed LSF to leverage an advanced, feature-rich telecommunications system while saving the organization money and simplifying their operations.

A Specifically Tailored Communications System to Meet LSF's Operational Needs

For over 4 years now, Life Steps Foundation has been leveraging UniVoIP's cloud-based solution in order to enhance collaboration and communication amongst their staff, regional offices, and their members. From the beginning, UniVoIP understood that LSF had minimal financial resources to power their communications system, and the UniVoIP sales consultant worked with the organization to tailor a system that was right for them. UniVoIP customized a solution specific to their needs and made it possible for LSF to adopt an elite-class telecommunications system within their available budget.

"The sales consultant met with us and listened to what we really needed out of a communications system and didn't try to sell us the most expensive solution. We like to keep our operations simple, and while we didn't need a lot of the advanced features UniVoIP offers, the quality of our calls are much better and we are able to communicate more efficiently with our community." - Awi Ramli, Life Steps Foundation

LSF Enjoys the Ride with Top Notch Customer Service and Support

Life Steps Foundation is now leveraging a cloud based solution that is not only a communications system, but a community of support, service and innovation. With 24/7 US based customer support, a Service Level Agreement and a 98% customer renewal rate, LSF remains confident that they have made the right choice when choosing UniVoIP.

LIFE STEPS FOUNDATION

