CASE STUDY

Building the Future with Hosted VoIP

Cazenovia Recovery Systems, Inc. is a 501(c)(3) not-for-profit organization that provides aid to individuals recovering from substance use, addiction, and mental health disorders. These people are at risk of losing their jobs, homes, and livelihood. Cazenovia steps in to ensure that doesn’t happen by providing residential facilities that offer a continuum of care and a structure of services.

Background

Cazenovia Recovery has been making a difference for over 12 years, and has utilized NEC premises-based PBXs at their multiple locations. They feared that the aging system was on its last legs and it was time to find a more up-to-date solution. They needed a solution that would seamlessly connect their 13 locations, provide the flexibility for their growing needs, and give them the ability to easily make changes on their own—all for the right cost.

At a Glance

Next Generation Communications (NGC) and Jive Communications were able to unify the communications between Cazenovia Recovery’s 13 sites. Together they provided substantial monthly cost savings, increased productivity, and removed Cazenovia’s ongoing maintenance/MACD costs.

Customer Quick Facts

Cazenovia Recovery Systems was started by Bill O’Connor, whose goal was to help people struggling with alcoholism return to a normal life. Today the organization helps people struggling with numerous addictions and disorders.
Solution

Cazenovia administers 14 different “programs” throughout Western New York, with 5–20 employees in each location, in addition to 70 employees at their corporate/administrative offices, for a total of 135 employees/handsets. While the NEC worked well for them for awhile, they wanted to take on more of the daily administrative functionality versus calling their provider each time they needed to implement a change.

Next Generation Communications, a Jive partner, was Cazenovia’s current communications vendor. Next Generation worked with Jive to evaluate each location’s existing Internet connectivity. Jive sales engineers used the Jive network test tool, a simple process that assured Next Generation that the client’s network was capable of handling Jive voice traffic.

Cazenovia is a not-for-profit organization, therefore funds are always tight. Next Generation proposed that Cazenovia rent the Polycom handsets from Jive, on a 36-month agreement. Jive’s rental program is a popular choice as the rates and terms are extremely fair and competitive.

DECISION TIME

Next Generation provided Cazenovia with a Total Cost of Ownership (TCO) document illustrating 36-month cost comparison between the CAP/X for an upgraded NEC premise solution, or the 36-month Polycom handset rental on the Jive hosted solution. The customer decided on the Jive hosted solution.

“Once we made the decision to go with VoIP,” said Lisa Kauffman, Cazenovia Director of Services, “I spoke with two other vendors (besides our vendor) and received quotes from all. Jive partners with our current vendor (Next Generation Communications) and the pricing was right. We have a good working relationship with our current vendor so when they suggested Jive, everything seemed to fall into place.”

Customer Quick Facts

Cazenovia Recovery Systems started with one halfway house located in Buffalo, New York. Today they offer numerous temporary housing options in apartments throughout Erie County and now operates at least 350 beds for its clients.
BENEFITS FOR THE PARTNER

With Jive’s Jumpstart compensation program, Next Generation received about $11,000 in upfront Jumpstart commission and will receive a significant evergreen life-of-customer residual monthly payment. Next Generation also billed the customer directly for on-site setup, phone installation, and training for each of Cazenova’s 13 locations, increasing Next Generation’s upfront earnings to over $33,000.

John Bulbulia, co-owner of Next Generation Communications, stated that “being a traditional NEC PBX provider, it’s been difficult as a business owner to switch a majority of our business to a hosted/residual model. The Channel Jumpstart program is a great compensation alternative that allows me to grow my residual business, while receiving the substantial upfront profits we are used to in a traditional PBX sale. This is another reason why we do business with Jive.”

THE RECOMMENDED SOLUTION

With the administrative control Jive gives to its end users, and the competitive pricing model, Next Generation decided Jive was the best fit for their client. They gave Cazenovia a free network assessment and site service for picking Jive. Since then, the short learning curve of the Jive interface has helped Cazenovia’s staff transition into their new technology with ease. Now, with seamlessly connected locations, added flexibility and control over their system, Cazenova has a system that can handle their growing needs at an affordable cost.