

## One Net Business Case Study

### Hope Church

Hope Church is a family church, primary school, training center and events company that strives to improve the quality of life of those in need. Embedded in their creed is to reach out and serve the community, which they are fulfilling in several ways. They contribute significantly to the education of the youth and surrounding schools.

The Hope Church congregation actively engages the local community to improve and enrich their lives. Typical to non-profit outreach type organizations, Hope Church faces funding challenges to fulfill their vision and dream. The communities they focus on are situated far apart and some are in rural areas, the outreach team is thus mostly on the road and not office bound. Management and staff would mostly use their own phones for communication.

Meeting attendance was a problem as meetings could only be scheduled when all are at the church office, which was not ideal, regular discussions, and meetings are required to keep intensive and extensive operations such as this running.

The Church had an old legacy physical PABX that could only transfer calls within the church site, not to mobile lines. The telephony costs was very high and communication ineffective.

One Net Business proposed a solution to transition the existing fixed lines and staff mobile numbers to one **closed user group (CUG)**. By including the One Net Business unlimited minute bundle for all users, the potential to reduce call costs of calls between users in the CUG was unlocked. In other words, calls between all CUG members are free.

Additionally One Net Business implemented an **Enterprise Receptionist license** at the church office building to enable the receptionist to transfer incoming calls to any staff member on site or on the road.

The One Net Business solution included the **Mobile App** so that not only could the staff on the road receive calls from the church's site, they could transfer that same call to another staff member, it also enables them to create conference calls for discussions.

To further enhance the solution, **Hunt Groups** were configured to enable staff members to effectively answer incoming calls, even if some Hunt Group members are busy or not available, the call will hunt until answered.

The One Net Business installation faced several onsite challenges because of the specific network topology deployed at the site, additionally the requirement to integrate One Net Business with proprietary software made the installation extremely challenging. Enterprise Network Services (ENS) Unified Communications (UC) specialists invested intensive efforts at the site to resolve the challenges.

Success was established for Hope Church; the One Net Business solution significantly reduced telephony costs for both the church and its staff members. With improved call flow management, staff members can be more efficient in responding to incoming calls, whether they are in the office or on the road. They deliver improved customer experience because they do not miss calls! The outreach team can freely communicate with each other and participate in meetings via conference calls.