



CLIENT OVERVIEW

Our client is a non-profit organization operating a network of childcare centers and community services offices across North Florida. With a mission focused on supporting families and early childhood development, the organization manages a dozen locations -many situated in remote, rural communities.

THE CHALLENGES

As the organization expanded, its technology environment became increasingly fragmented and difficult to manage:

- Each childcare center operated independently with separate phone and internet services, creating communication silos between locations
- Remote rural sites struggled with unreliable connectivity and outdated infrastructure, including costly copper lines
- Administrative inefficiencies due to managing 17 separate monthly bills across locations
- Area managers relied on personal cell phones for business communication, creating privacy, reimbursement, and consistency issues
- Limited ability for staff to work remotely or stay connected during disruptions

THE SOLUTIONS

A comprehensive modernization strategy was implemented to unify communications, improve connectivity, and streamline operations:

Unified Communications Platform

Deployed a single, cloud-based platform enabling voice, video, and SMS across all locations and staff, creating seamless communication organization-wide

Internet Aggregation

Consolidated multiple service providers into a single aggregator, simplifying billing while improving service quality - especially in rural areas

Connectivity Modernization

Transitioned from expensive and outdated copper lines to more reliable cellular-based emergency lines with active monitoring

Mobility Enablement

Provided staff and area managers with standardized communication tools, eliminating reliance on personal devices

Future-State Enhancements (In Progress)

Migration to cloud backup, disaster recovery, and a managed services provider (MSP) to further strengthen resilience and IT support

THE RESULTS

The organization achieved significant operational and financial improvements:

- Realized \$50,000 in annual cost savings through consolidation and modernization
- Reduced billing complexity from 17 separate invoices to just 2, saving administrative time and effort
- Enabled remote work capabilities for all employees, ensuring continuity during disruptions
- Improved communication and collaboration across all childcare centers and administrative staff
- Increased reliability and performance of connectivity in previously underserved rural areas

KEY TAKEAWAY

- Centralizing communications across multiple locations was critical
- Internet aggregation dramatically simplify vendor management, improved service quality and cost reduction
- Transitioning away from legacy copper lines reduced costs and increased emergency line reliability
- Enabling mobility and remote work strengthened their operational resilience
- Ongoing investments in cloud backup, disaster recovery, and managed services are essential for long-term stability and growth

By modernizing its communications and connectivity, the organization is now better equipped to deliver on its mission while operating more efficiently and securely.