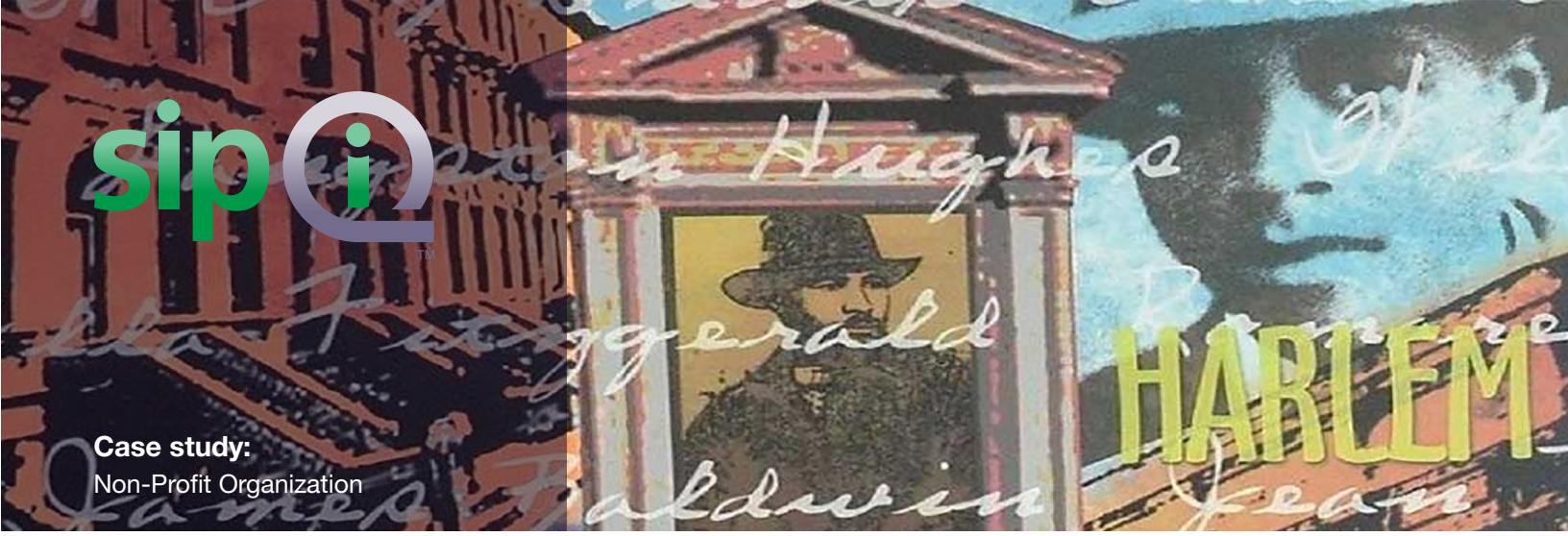

Case study:
Non-Profit Organization

Building and Empowering Residents of New York

Leading the charge in providing resources for change

Building Better Communities for Harlem Residents Founded in 1989, Abyssinian Development Corporation is a not-for-profit comprehensive community and economic development corporation dedicated to building the human, social, and physical capital in Harlem. ADC addresses complex, interconnected challenges facing the Harlem community by increasing the availability of quality housing to people of diverse incomes, enhance the delivery of social services, particularly to the homeless, elderly, families and children. ADC has 3 locations and 130 users.

Challenge

The existing hosted system was unreliable and the support seemed to be "best effort". The solution was also very expensive with hidden fees and hard to decipher billing. Abyssinian required a system that could be flexible with the changing landscape as well as being able to tie together all their locations while still providing local survivability in case of an outage.

Solution

sipiQ setup a private voice cloud and re-engineered the voice and data topology for Abyssinian. sipIQ delivered local nodes to each location, replaced the existing infrastructure with a voice ready network and implemented multiple levels of redundancy.

Result

sipIQ brought reliability and increased efficiency while cutting costs all around. By providing a better voice experience with no administrative overhead for Abyssinian, sipIQ's managed service delivery has allowed for resource allocation in other much needed areas.

" sipIQ supported us through every step of the challeging cutover by giving us affordale, seamless, network connectivity and voice service in today's constant changing environment. We never missed a call while providing consistent, fast and expert technical support. sipIQ is creative , dynamic, personable and smart"

– Quay Barnes-Johnson, Director of Information Technology

Abyssinian Development Corporation
BELIEVE.BUILD.EMPOWER.

Mission:
Empower Harlem Residents to reach their goals and dreams!

38 Park Ave STE 3 Rutherford NJ 07070 - phone: 212-624-5945 - www.sipiq.com - contact@sipiq.com

Unity – Simplicity – Reliability

sipIQ makes it easier for non-profit teams to stay connected with each other and their clients

The sipIQ team's way of giving back is helping non-profits scale their services, while saving precious resources. Whether we are supporting a 24/7/365 Suicide Hotline, connecting branch agencies so teams can easily collaborate with each other, or supporting toll-free contact centers connecting people in need with vital resources during natural disasters – sipIQ works with our partners and customers to help those who help others.

sipIQ is making it possible for businesses and non-profits to access powerful new solutions that historically have been available only to large corporations and institutions with massive budgets. The sipIQ team works

unityIQ offers:

- Video Meetings
- Cloud PBX
- Business SMS
- Hybrid Architecture
- Mobile Client
- Instant Messaging
- Audio Conferencing
- Unified Communications
- BYODevice ready
- BYOVoice ready
- Enhanced Voice
- Call Center
- Internet Fax
- Softphones

unityIQ™:

Paying It Forward

The sipIQ team's way of giving back is helping non-profits scale their services, while saving precious resources. sipIQ works with our partners and customers to help those who help others. For every officeIQ seat sold to "for profit" companies sipIQ will donate $1 to the unityIQ program and make the funds available to not for profits that qualify. This program coupled with our preferred vendor discounts for those that help others can amount to a well-deserved substantial discount. Please ask your sipIQ sales representative about the unityIQ program.

officeIQ™:

Keeping Your Business Connected

Businesses and organizations want to simplify and unify their business communications. Business people want a single, simple place to check all their personal and business voicemails, a single number that rings all their phones and mobile devices, a single mailbox that contains their email, voice mail, instant messaging and social networking messages. officeIQ makes it all possible, and surprisingly affordable!

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