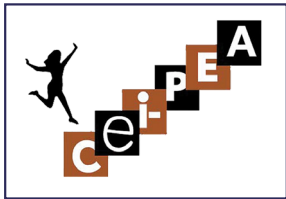




Expanding To Serve More Students Communications System Without The High Cost



Solution: UnityIQ

CEI-PEA is a New York City-based nonprofit organization that creates successful public schools and educational programs. CEI-PEA's staff of experienced leaders in public education provides hands-on support to improve the skills of teachers and school leaders, increase parent involvement, and channel cultural and academic enrichment programs into schools. CEI-PEA works with more than 220 public schools in the New York City area, as well as schools in Baltimore, Boston, Chicago, Cleveland, Columbus, Paterson (NJ), Philadelphia and Washington, DC.

Challenge

CEI-PEA was in need of expansion and required features of a phone system that would provide, flexibility, reliability and convenience with the goal of keeping costs minimal as a nonprofit organization.

Solution

The sipIQ team delivered a managed phone system with a customer friendly GUI for making changes as needed. A comprehensive voice recognition system was added to the IVR allowing callers to simply say the name of the person they need to speak with while also allowing internal users to do the same.

In addition, an overhead paging system allows users to easily transmit information to the entire office at the click of a button.

Result

The sipIQ solution has proven reliable and convenient. The ability to make changes to the GUI themselves has been a positive experience for the staff, given it's simple and intuitive interface.

The paging feature was added to the system with ease. All aspects of the rollout, from sales to operations to technical support, went smoothly, and the CEI-PEA operations team was delighted with the competitive costs, with all fees were disclosed upfront.



"Our experience with the sipIQ solution and their fantastic team has been awesome! It was very easy to start using the interface to support ourselves. I would give sipIQ a rating of 99.999% - and a grade of A+"

Joe Eaione, Office of Chief Financial Officer



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 tirelessly to bring the very best, proven, reliable voice and video communications solutions to our customers.

unityIQ offers:



Video Meetings



Mobile Client



BYODevice ready



Call Center



Cloud PBX



Instant Messaging



BYOVoice ready



Internet Fax



Business SMS



Audio Conferencing



Enhanced Voice



Softphones



Hybrid Architecture



Unified Communications

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!

