

Strengthen Your Communications with NetCarrier

NJAMHAA is a prime example of how cloud-based communications work for you

EXECUTIVE SUMMARY

The relationship between NetCarrier and The New Jersey Association of Mental Health and Addiction Agencies (NJAMHAA) has been built over time and cemented through trust. NJAMHAA was using an on-premise PBX that had served its purpose, but as they continued to grow, the system started to lose its ability to be the rock the organization needed. When NJAMHAA was expanding into a new building, NetCarrier recommended transitioning them to VoIP, and the rest is history.

Introduction

The New Jersey Association of Mental Health and Addiction Agencies (NJAMHAA) has been working tirelessly for over 70 years with our members and the general public to destigmatize and empower adults, children, and families dealing with mental illness, substance use disorders (SUD), and/or intellectual/developmental disabilities (I/DD), and give support and advocacy for those who have no voice of their own. NJAMHAA represents 164 organizations that serve more than 500,000 children and adults annually through a well-resourced, high-quality, integrated healthcare and social services network.

By laying out the basics of NJAMHAA and what they represent, it's clear that their communication solution needs to live up to the same level of care. That's precisely what's rolled out as we go through the partnership between NetCarrier and The New Jersey Association of Mental Health and Addiction Agencies.

Challenges for NJAMHAA

NJAMHAA had a traditional on-premise telecommunications system that had served their purposes reasonably well but couldn't keep up with the organization's growing needs. It seemed they continually needed to physically expand the PBX with additional telephony cards to handle more lines, but this wasn't sustainable.

> "With our on-premise system, we were running out of space, getting hardware for it was becoming more difficult, and we were expanding fast as to the number of seats we needed, so we would have to put new cards in. It was just getting uncontrollable; not something that we wanted to do. And our system was just getting old and becoming a liability for the company. So, we decided that we had to do something."
>
> ***-Ron Gordon, IT Director, NJAMHAA***

It just so happened that at the same time, NJAMHAA was looking to move into a new building, so instead of installing a system that would soon need to be replaced, they took the chance to see what was out there. NetCarrier was introduced to NJAMHAA through a trusted contractor who believed NetCarrier would help get NJAMHAA where it needed to be.

The Right Solution at the Right Time

NetCarrier proposed a Voice-over IP (VoIP) cloud-based phone system that could grow with NJAMHAA and would be much easier to manage since NetCarrier would operate the system. One obstacle to overcome was that Verizon Fios wouldn't be available during the move to their new location, so NetCarrier had another carrier installed and used them for a few months until the Fios was installed in the building. The best part was that NetCarrier handled the communication and installation with the carrier for NJAMHAA, which made the transition much easier.

Additionally, a mixture of Polycom desk phones and the BRIA Enterprise mobile app was decided on to give users options for connecting to the system. This allowed for more freedom for the system users to connect wherever they were.

The Implementation Process

NetCarrier orchestrated the technology move for NJAMHAA. They handled the implementation of a temporary internet connection that was strong enough to accommodate the new cloud-based phone system until Verizon Fios was permanently installed. Then, they installed network switches and other hardware necessary to complete the seamless transition to NetCarrier.

The Results That Changed NJAMHAA

NJAMHAA immediately felt the benefits of partnering with NetCarrier. NetCarrier's expertise with nonprofits was on full display during the entire process, from project planning to execution. Here are some of the highlights:

- Seamless transition during the office move, with no downtime or disruptions to the phone system.
- The temporary internet connection ensured NJAMHAA could operate without delays before the Verizon Fios setup.
- NJAMHAA has significantly improved communication and service reliability since implementing NetCarrier's VoIP system.
- NJAMHAA continues to recommend NetCarrier to other nonprofit agencies due to their strong relationship and excellent support.

The one item that takes this partnership from good to great is that the above installation was over 10 years ago! NetCarrier has been managing the NJAMHAA system ever since. The power of NetCarrier's cloud-based solution allowed NJAMHAA to be fully prepared for when COVID hit.

> "During COVID, our communications became pretty critical when lockdown happened. We had already changed [to VoIP] and used it for a while, but that was really a game changer for us. Making sure that people could communicate with us through our phone system and give us a call. It was still available, still up and running."
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> ***-Ron Gordon, IT Director, NJAMHAA***

NJAMHAA's Built for the Future

The time-tested partnership between NetCarrier and NJAMHAA has benefitted all involved parties. When COVID hit, and the world was scrambling to adjust, NJAMHAA was prepared – and support for those who rely on them never suffered. NetCarrier has dedicated time and effort over the years to develop practices aligned with the nonprofit sector to meet their specific needs. What's been done for NJAMHAA can also be done for your organization. Contact us today! It's time to fortify your telecommunications.



FOR MORE INFORMATION

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