



“I recommend MegaPath Hosted Voice to any small-to-medium organization that wants to consolidate its voice system. It is ideal for Playworks because we can be a unified organization across all our offices nationwide. We get one bill for all our voice and data, and calls between locations are free with 4-digit dialing.”

— Richard Ng, IT Manager

## The Challenge

- Wanted a Voice system that was unified and no longer disjointed.
- Required a system that could accommodate the company’s expected upcoming growth.
- Needed a user-friendly system that didn’t require extensive training.

## The Solution

- MegaPath’s nationwide data connectivity options and Hosted Voice system enabled Playworks to bring all their voice and data under one umbrella – with one predictable bill each month.
- Because it doesn’t require onsite PBX equipment, MegaPath Hosted Voice is easy and affordable to scale.
- MegaPath provides a wide range of training materials.

## The Results

- Playworks benefits from the cost savings associated with consolidating voice and data.
- “Because we get both the circuit and the phone from one provider, it’s a quick turnaround to get a new site or a new user up and running,” says Ng.
- After a smooth initial adoption period, Playworks employees now enjoy advanced Voice features.



**PLAYWORKS**

## Company Overview

Playworks is a nationwide non-profit organization that brings safe, healthy, and inclusive play opportunities at recess and throughout the day to low-income schools across the country. Founded in 1996, Playworks now has about 320 employees nationwide, including 75 people at their Oakland, CA headquarters and seven branch locations. Over a nine-month period, they unified their communications by transitioning all of their offices to MegaPath DSL and T1 connections with MegaPath Hosted Voice. By the end of 2012, Playworks expects to expand to more than 750 employees in 27 U.S. cities.

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## Simplicity

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MegaPath's nationwide data connectivity options and flexible Hosted Voice system enabled Playworks to bring all their voice and data under one umbrella – with one predictable bill each month.

According to Ng, the major benefit of consolidating voice and data with MegaPath is the soft cost savings. "There's only one bill to pay and one number to call when we need help with something. We save so much time."

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## Scalability

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Because it doesn't require on-site PBX equipment—only IP phones and a voice gateway—MegaPath Hosted Voice is easy and affordable to scale.

"MegaPath is a one stop shop for me," says Ng. "Because we get both the circuit and the phone from one provider, it's a quick turnaround to get a new site or a new user up and running."

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## Usability

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MegaPath provides a wide range of training materials, including and printed quick-start booklets with every phone, online demo videos, and downloadable user guides.

After a smooth initial adoption period, Playworks employees now enjoy advanced features—such as the ability to make and receive business calls from any location with Remote Office.

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## Advantages

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### End-to-End Nationwide Infrastructure

Our privately managed MPLS network provides exceptional performance, total redundancy, and the flexibility to deliver true voice Quality of Service.

### Complete Service Portfolio

We offer a full range of business broadband, voice, MPLS, VPN, and security services.

### Unbeatable Experience

We've been serving businesses with innovative communications services for 16 years.

### Superior Customer Support

Our friendly technical experts respond quickly and efficiently 24/7/365.