



## THE COMMUNITY YMCA CASE STUDY

“Holding down communications costs with MegaPath Hosted Voice directly benefits our constituents...”

– Rhonda Anderson, President and CEO, The Community YMCA

### The Challenge

- ▶ Each of six locations had its own legacy on-premises phone system, which made it impossible to transfer calls among locations.
- ▶ Telecomm expenses increased as aging phone systems became more time-consuming and difficult to manage and repair.
- ▶ Planning to move its main location to another town, The Community YMCA would have lost phone numbers that had been widely publicized.

### The Solution

- ▶ Switching to a cloud-based phone system let the the non-profit retain its familiar phone numbers and streamline call handling including seamless transfers.
- ▶ MegaPath Hosted Voice provides more features at a significantly lower cost.
- ▶ Included mobility features such as Visual Voicemail with Transcription help YMCA staff use their business line on their personal mobile phone.

### The Result

- ▶ Cloud-based technology services such as Hosted Voice help The Y control costs and serve more people with affordable programs and services.
- ▶ Significant cost savings on voice and long distance, which The Y passes along to its clients in the form of affordable participant fees.

### Modern Technology Vision

The Community YMCA of Monmouth, New Jersey serves 17 communities from 6 locations. Each of The Y’s facilities had a different phone system – some inherited as The Y grew and acquired new locations. The system disparity meant that incoming calls could not be transferred to a staff person in a different location. Some locations did not have voicemail boxes, and aging equipment became problematic to repair and manage.

Planning to move its main location to a different city, The Y discovered that relocating would mean having to change phone numbers the non-profit had relied on – and publicized – for years.

The Community YMCA sought the advice of IT vendor Two River Technology Group. Two River Tech recommended an all-VoIP system, and YMCA executives selected MegaPath Hosted Voice.



The Community YMCA, a charitable organization, provides safe, high quality childcare, before and after school care, arts enrichment, and teen leadership programs in 17 communities and 48 schools throughout Monmouth County, New Jersey. Its dynamic summer camp experiences attract hundreds of campers to Camp Zehnder. The Y also serves individuals and families with health, counseling, and social services programs. Financial assistance is available on a needs-based, sliding scale.

For more information, visit:  
[cymca.org](http://cymca.org)





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### Advanced Solution at a Lower Cost

By consolidating locations on a single cloud-based phone system with MegaPath Hosted Voice, the YMCA gets a better solution including unlimited nationwide calling, and still saves significantly on its monthly phone bill. One hundred twenty YMCA staff now have more than 50 calling and call management features that come standard with MegaPath Hosted Voice. They can dial any other extension using just three digits. Best of all, the YMCA staff person who answers an outside call can easily transfer the call to the right location or party. “It’s so much easier for our team members, and for the person calling,” says Rhonda Anderson, President and CEO, The Community YMCA.

### Business Line Goes Mobile

Anderson, who is often away from her desk to attend meetings at other Y locations or out of town, likes the mobility features included with MegaPath Hosted Voice, describing them as “Awesome.” She relies on advanced call forwarding features and Visual Voicemail with Transcription. These Hosted Voice mobility features let her use her MegaPath business line on her personal mobile phone.

“Away from the office, I can check business voicemail delivered to my email Inbox on my phone, either by listening to it, or quickly glancing at the transcription,” says Anderson. “With MegaPath Hosted Voice, I don’t miss business calls, nor do I need to record an out-of-office message. People can continue to reach me, wherever I am.”

### Cost Savings Impact the Community

This coming year, Anderson and her team plan to expand programs that affect the lives, and livelihood, of children and adults. Plans include increasing the reach of an in-school therapeutic counseling program and a diabetes prevention program, as well as expanding a school-age obesity prevention program called “Healthy You” into new grade levels.

Savings that result from modernizing and outsourcing The Y’s IT infrastructure and phone system directly help fund the YMCA’s program growth. “Two River Technology Group and MegaPath are our technology partners. Because of the technology services and support that both companies provide, we’re able to achieve efficiency and cost reduction,” says Anderson.

The Y invests those savings back into services and programs in four ways: keeping the cost of fees and services low; supporting funding for scholarships; expanding existing services; and developing new programs. “Holding down communications costs with MegaPath Hosted Voice directly benefits our constituents – the people we serve in our community,” explains Anderson.

### The MegaPath Advantage

**Complete Service Portfolio**  
MegaPath offers a full range of voice, data, networking, security and cloud services.

**Unbeatable Expertise**  
MegaPath has been serving businesses with innovative communications services since 1996.

**Training Included**  
Voice and Unified Communications customers can access recorded or live training at no additional cost. MegaPath can also customize training upon request.

