

CASE STUDY:

RONALD MCDONALD HOUSE NEW YORK

At a Glance:



Situation:

In need of a telephony system upgrade, the organization began looking for an on-site PBX. Its current Avaya solution was complicated and required third-party experts. Each event cost about \$150.

Solution:

The organization chose a Mitel on-site PBX and added Mitel Fax and Mitel Scribe hybrid services. This solution offered an easy-to-use software interface, affordable cloud-based functionality and simplified management.

Results:

- Lower cost of maintenance and management
- Easy-to-use, simplified user interface
- Considerably lower TCO
- Workflow improvements in productivity



RONALD MCDONALD
HOUSE[®] NEW YORK

Summary

Ronald McDonald House New York needed a reliable, cost-effective telephone system for internal communications, fundraising and event planning. Its aging Avaya PBX system was difficult to maintain and manage, plus the total cost of ownership (TCO) was high and climbing. The nonprofit chose an on-site Mitel solution because it was cost-effective, easy to use and had hybrid capabilities built into it, providing much-needed flexibility.



Company

Ronald McDonald House New York is a charity that provides temporary accommodation for the loved ones of hospitalized children so they can be together during a child's hospital stay. It is the largest facility of its type in the world.

An IT-friendly system with lower TCO

For a nonprofit depending on donors, every penny counts. That made system pricing and low TCO key criteria. Ronald McDonald House New York reviewed Cisco, Mitel and newer Avaya products. It chose Mitel because the system offered the desired functionality and was cost-effective on all levels.

Cloud-based flexibility enables IT to be responsive to the organization's needs

Since hybrid capabilities are baked into Mitel's on-site solutions, delivering applications from the cloud is easy. For example, activating hybrid applications involved inserting a token in the MiVoice Connect Director, and was completed in less than five minutes. Eliminating the need to install and purchase hardware and ease of add/remove services helped IT quickly make Mitel Scribe and Mitel Fax services available to users.

The Mitel Fax service enabled employees to send and receive faxes via email from their mobile devices. By using Mitel's voicemail transcription and fax applications from the cloud, Ronald McDonald House of New York benefited most from lower CAPEX and ease of maintenance.

Hybrid services, in conjunction with a Mitel on-site phone system, enable Ronald McDonald House New York to enjoy additional features and still meet the hospital's budget. Both hybrid services were so intuitive, employees were up and running with little or no training.

"The system is very reliable and users are happy. We feel that both mitel products and support are the best in the business. I'd give them a solid 10."

**Natalie Greaves, Director of Communications
Ronald McDonald House New York**

"We have used the Mitel Scribe service, which has helped employees receive transcribed voice messages directly on their phones. They can now respond to a voicemail without having to dial in or disrupt a meeting. In addition, we've used the Mitel Fax service to send and receive documents while on the go. You just click on a button and send the document. Overall, Mitel Scribe and Mitel Fax hybrid services have met our expectations and needs. I would highly recommend Mitel to other prospects and customers," comments Natalie Greaves, Director of Communications at Ronald McDonald House New York.

Mitel service and support exceeded expectations

Mitel was on-site to help with the deployment, system management training and teaching users about the functionality of the phones.

"Mitel is easy to use and maintain, requires no additional IT staff, offers a lower TCO. The system is very reliable and users are happy. We feel that both Mitel products and support are the best in the business. I'd give them a solid 10," says Edward Cho, IT manager, Ronald McDonald House New York. "When you purchase a new product, you want top-rated support and Mitel offers just that."

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**Edward Cho, IT Manager
Ronald McDonald House New York**



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