



"The common perception that hosted VoIP solutions provide everything you need at less cost did not prove to be the case for IJM. In fact, we found the hosted solution very limiting. Fortunately, CWPS showed us a better way."

John Lax, Chief Information Officer
International Justice Mission



Customer Experience

International Justice Mission

EXTENDING A HELPING HAND

International Justice Mission is a human rights agency that aids victims of slavery, sexual exploitation and other forms of violent oppression. IJM lawyers, investigators and aftercare professionals work with local governments to ensure victim rescue, to prosecute perpetrators, and to strengthen the community. IJM professionals work in 12 countries in Asia, Africa and Latin America to secure sustainable protection of national laws through local court systems.

NEED FOR IMPROVEMENT

IJM had subscribed to a hosted VoIP solution, but felt constrained by the inability of the service provider to deliver the features it needed, plus it had already paid for 120 IP Phones and Cisco switches at its locations. Feeling hemmed in, IJM called CWPS for some ideas. After assessing the situation, IJM approved a plan whereby CWPS would implement a managed premises-based VoIP solution to improve staff communication, provide long-term support, and save money over the hosted solution.

CONNECTING PEOPLE

CWPS installed a Cisco system at IJM's Arlington, VA office – the Unified Communications Manager Business Edition with Survivable Remote Site Telephony (SRST). CWPS was able to protect IJM's investment in IP phones and local switches by homing them to the new premises system. The SRST capability provides basic IP telephony backup services so that IP phones can fall back to a remote site's switch if host connectivity in Arlington is lost. In addition, SA-Announce software from Syn-Apps sends real time text and audio alerts to the IP phones, enabling staff to respond faster to local emergencies.

BETTER RESPONSE

The new Cisco communication solution offers far more features and flexibility than the hosted VoIP system, enabling IJM to better respond when victims need assistance. And by opting for CWPS EncorePro – 24 x 7 proactive system monitoring and tech support – IJM will enjoy peace of mind with their technology investment for years to come. Using Cisco's 3-year 0% financing for equipment and support made the move from a hosted to managed, premises solution an affordable, risk-free decision.

Connect With Us!

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HIGHLIGHTS

CUSTOMER

Global Human Rights Agency
Arlington, VA & International Offices

SOLUTIONS

Cisco Unified Communications Manager Business Edition with SRST
Cisco Switches (reused)
IP Phones (reused)
Syn-Apps Text and Audio Alerting to IP Phones
CWPS EncorePro Tech Support
Cisco 0% Financing

KEY BENEFITS

Unified network
Centralized network management
Better staff communication
New capabilities beyond previous hosted VoIP service, at less cost