



TalkSwitch lays the foundation for communications success with Habitat for Humanity

Situation

Habitat for Humanity of Madison County (HFHMC) has been helping families in need across Northern Alabama for more than 20 years. Since 1987, the grassroots, non-profit housing organization has built homes for over 125 underprivileged families. With the help of hundreds of volunteers from around the Huntsville community, HFHMC uses a 13-Saturday construction strategy to build simple, energy-efficient houses with the help and 'sweat equity' of the future tenants.

The organization has gained the support and respect of volunteers, churches, businesses and organizations alike. For volunteer Karl Dunn, it's a rewarding and selfless experience that he embraces every time a new house goes up. And that's something that seems to be happening more regularly these days.

Challenge

Keeping a full-time staff, as well as a team of 100+ volunteers per project coordinated and in synch is a demanding job, and HFHMC can't afford to be stalled by an inefficient phone system. Simply put, if their phone system fails, construction is slowed down, and the families in need won't have a roof over their heads.

"Our office was using an old, unreliable and outdated Toshiba Strata II system that lacked a lot of the basic features we needed to stay connected," says Dunn. "We were also using some archaic Toshiba EKT telephones which we couldn't replace. We knew we needed a change."

Solution

After spending some time online researching alternatives to the inefficient and costly Toshiba, Dunn found TalkSwitch.

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"Once I found TalkSwitch, my search was over," he explains. "TalkSwitch offered us everything the Toshiba didn't. The built-in voicemail was a key feature, as well as the auto attendant to answer calls in the office. Essentially, the TalkSwitch allowed for our staff and volunteers to concentrate on what they're here to do: to put roofs over peoples heads — not worry about answering phone calls and taking messages."

In order to keep everybody connected, Dunn installed a 240vs and a 280vs in the HFHMC offices, as well as four TS-80 telephones.

"I was able to install the entire phone system and configure the TS-80 phones myself in the span of a morning," Dunn says. "When I required assistance — which was rare — I received prompt advice and guidance from TalkSwitch tech support."

"I really enjoy that I can buy any standard analog phone from a box store and it works instantly and flawlessly with the TalkSwitch system," he says. "None of the other phone systems I researched had that option, and our old one certainly didn't have that capability. We currently have seven other analog phones hooked up to the TalkSwitch and they work perfectly."

"With TalkSwitch, we got exactly what we were looking for. It has proven to be the smooth, reliable, owner-friendly phone system we needed."

With the TalkSwitch systems handling all of the telecommunication concerns for HFHMC, the staff and volunteer teams can concentrate on the task at hand and build homes for families in their community.

"Since installing the TalkSwitch system in early 2008, we've had a great experience," says Dunn. "We weren't looking for a large, expensive phone system. We were simply looking for a phone system that could handle all of our calls and provide some features that we didn't have to pay monthly fees for. With TalkSwitch, we got exactly what we were looking for. It has proven to be the smooth, reliable, owner-friendly phone system we needed."

Result

Since installing the two TalkSwitch systems along with four TalkSwitch telephones, Habitat for Humanity of Madison County has been able to:

- Eliminate an unreliable and inefficient Toshiba phone system, along with outdated Toshiba telephones
- Flawlessly integrate seven standard analog telephones with the TalkSwitch system
- Avoid additional monthly expenses with TalkSwitch's built-in voicemail
- Prioritize their time by setting up an auto attendant to answer all incoming calls and provide detailed information to callers
- Rely on TalkSwitch technical support for any concerns or questions
- Alleviate their communications concerns by trusting the industry leader in phone systems for small business

About TalkSwitch

TalkSwitch® designs and develops award-winning phone systems for small, multi-location and franchise businesses. Since its establishment in 1990, TalkSwitch has dedicated itself to developing PBXs and IP PBXs that tens of thousands of small businesses across North America rely on. With a growing global network of resellers, distributors and partners, TalkSwitch phones and phone systems are changing the way small businesses communicate. For more information, please visit our website at www.talkswitch.com, or call us toll-free in the United States and Canada at 1.888.332.9322. In all other markets call +1.613.725.2980.

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