

## UNIFIED COMMUNICATIONS

A NON-PROFIT  
SUCCESS STORY

# CLOUD COMMUNICATIONS ENSURES BUSINESS CONTINUITY



## When disaster strikes, communication is critical

### About the Client

CECP is a coalition of CEOs united in the belief that societal improvement is an essential measure of business performance. CECP was founded in 1999 by several business leaders, including the late actor and philanthropist Paul Newman. Today, CECP has grown to a movement of more than 150 CEOs of the world's largest companies across all industries.

### Their Challenge

CECP's staff of 17 operates out of New York. The organization had been growing quickly, and technology was being stretched to capacity. In many cases, CECP had outgrown its legacy systems, but it took a disaster to force a change. In 2012, Hurricane Sandy battered the East Coast, affecting residents and businesses, including CECP. Their building took on a large amount of water, flooding out all mechanical and electrical infrastructures. The facility was deemed uninhabitable, with all on-premise systems severely impacted. Communications were down for over a week.

The staff looked to its Operations and Finance Manager, Rebecca, to restore networks. But like many East Coast residents, Rebecca had her own challenges: her family's home was completely wiped out as well. As CECP scrambled to relocate its operation, Rebecca sought out guidance from ITsavvy to help rebuild the organization's communications system.

### OVERVIEW

**Industry**  
Non-Profit

**Client Profile**

Headquartered in New York, CECP's mission is to create a better world through business.

**Business Situation**

When Hurricane Sandy hit the East Coast, the organization was without its communications network for over a week. It needed a replacement system that would be disaster-proof.

**Solution**

ITsavvy deployed Mitel MiCloud Communication Solutions.

**Benefit**

If internal systems go down, communications will not be impacted. User productivity has increased with mobility and collaboration features.



## Our Solution

Josh Gill, one of ITsavvy's Client Executives, proposed that CECP move its communications to the cloud, selecting the Mitel MiCloud hosted phone system as the solution. Moving from a traditional on-premises PBX to the more flexible cloud platform provided greater flexibility and stability to CECP.

"The cloud solution allows organizations to adopt a wider variety of end points such as softphones and mobile applications, enabling staff to work essentially from anywhere. This alleviates any worry of being in another Hurricane Sandy situation in the future," said Josh. MiCloud also offers a pay-as-you-grow, cloud-based platform that reduces hardware and operational costs as well. CECP users and administrators can access phone systems remotely, if needed.

## Their Success

ITsavvy worked directly with Mitel to negotiate the contract, complete installations and train users. This provided a real benefit during a challenging time, as CECP rebuilt its operation, literally from the ground up. Rebecca not only has the peace of mind that comes with solutions in the cloud, but CECP staff have seen productivity boosts from VoIP features that include phone/desktop syncing and access to their communication networks from anywhere. **"As we expand nationally and even globally, mobile and remote access will become even more beneficial to our mission," said Rebecca.**

### FOR MORE INFORMATION,

please contact an ITsavvy Client Executive.

#### ITsavvy

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## The ITsavvy Solution

### SOFTWARE

- Mitel Phones

### SOLUTIONS

- MiCloud Communications System

### PARTNERS

- Mitel



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