

National Fish and Wildlife Foundation

CHALLENGE

Faced with limited technological abilities from its outdated PBX phone system, National Fish & Wildlife Foundation (NFWF) deployed a cloud communications solution from Fusion Connect and realized reduced costs, increased employee productivity, and more features than before.

NFWF proactively supports conservation efforts in all 50 states, U.S. territories and abroad. Since their foundation in 1984, their financial commitments have topped over \$2.1 billion and their IDEA (Impact-Directed Environmental Account) program manages more than \$100 million in mitigations and settlement funds to protect and restore imperiled species, promote healthy oceans and estuaries, and improve working landscapes for wildlife.

In order to address the numerous environmental challenges, it's essential for NFWF to effectively and efficiently work with individuals, government agencies, non-profit organizations and corporations.

NFWF realized they had outgrown their aging PBX phone system. Not only was it costing them more, it was delivering less. The ability to add additional users and locations was especially difficult and time consuming as they had to physically run analog lines to the different offices. The system wasn't flexible and special features were at an additional cost or not readily available. Remote users were also at a major disadvantage due to limited flexibility.

"The lack of management tools and mobility features made us less efficient. We had no way to solve our problems and just lived with it," said David Radomsky, Chief Information Officer. "Our employees were very frustrated."



CASE STUDY

INDUSTRY: Non-Profit



National Fish and Wildlife Foundation

Since their creation by Congress in 1984, National Fish & Wildlife Foundation has become one of the world's largest conservation grant-makers. The Foundation works with both the public and private sectors to protect and restore our nation's fish, wildlife, plants and habitats.

"Fusion Connect was very knowledgeable, listened to our needs, and came up with a good working plan."

— David Radomsky, CIO



SOLUTION

The transition from PBX to UC was seamless and hassle-free. “We experienced no issues. The transition was smooth and we had a very good implementation team from Fusion Connect,” said David.

The service included unlimited local and long distance calling, international dialing, multiple auto attendants, on-demand conferencing, hunt groups and many advanced features such as call forwarding, unified messaging and Do Not Disturb (DND).

NFWF was able to eliminate the problems they were experiencing in their day-to-day operations.

First, they could quickly add and remove users using the easy-to-use web interface; eliminating the extra costs (and wiring) associated with fine tuning the phone system.

Second, the phone services could be customized per the needs of the user; taking advantage of voicemail-to-email, call pickup or find me follow me options.

Finally, the solution allowed all users to converge laptops, smartphones and office phones so all devices work on one unified platform. The availability of employees improved as remote workers could effortlessly move their office location from Headquarters to Branch Office to Home via the user-friendly enduser web portal. “Our employees enjoyed the additional benefits that were offered,” said David.

NFWF experienced significant cost savings of over \$155,000 annually (40%) on their telecommunications bill and continued to see savings of over \$775,000 over the next 5 years.

By switching to Fusion Connect, the Foundation received a state-of-the-art-phone system monitored and managed by Fusion Connect 24x7x365, allowing them to focus on what’s important: environmental conservation.



THE FUSION CONNECT ADVANTAGE

ENABLING THE CONNECTED ENTERPRISE

Optimize your business communications, costs, and continued collaboration from any place or device, with crystal-clear quality. Securely connect your business locations and remote workers.

LEADING-EDGE TECHNOLOGY

Fusion Connect's optimized platforms leverage leading technologies, meaning seamless integration of solutions across your virtual and fixed technology platforms.

DEDICATED SUPPORT TEAM

Our 100% U.S.-based expert tech support is available 24/7 to keep your business online and available regardless of the situation.

Visit www.fusionconnect.com to learn more.

Or, contact a Fusion Connect Business Consultant today at **888-301-1721**.

