

The Kempe Center Infrastructure & Application - Client Story

THE KEMPE CENTER
FOR THE PREVENTION AND TREATMENT
OF CHILD ABUSE AND NEGLECT



Kempe's Profile:

The Kempe Center is a non-profit organization whose main focus is to develop programs to aid in the fight against child abuse. They are recognized as a world leader in research, evaluation, and prevention.

Kempe's Challenge:

The company had a co-op phone system with one of their long-term partners, Children's Hospital. Within a short timeframe, Children's Hospital was moving and The Kempe Center was in need of a new phone system that not only met their budget, but could also handle the special requirements of a children's facility.

The Kempe Center was looking for a system that could not only lower their total cost of ownership through ease of management, but accommodate their unique call-flow demands.

In addition, their building had no local voice carrier facilities. KineticWorks' Network Services Team worked closely with carrier and IP telephony engineers to provide a solution quickly.

Factors that needed to be addressed included:

- Reliability
- Ease of administration
- Seamless intra-office communication
- Budget restrictions
- Maintenance costs

The Solution:

KineticWorks conducted an in-depth analysis on how the current phone system integrated with their day-to-day business. They then provided a solution that not only met budgetary needs, but enhanced their voice-communication abilities.

Allowed better communications, enabling Kempe to become a more productive team.

Provided easy-to-use phones and intuitive administrative control.

Integrated strongly with Microsoft Outlook for unified communication control.

Saved money and eliminated downtime with unsurpassed system reliability.

The Kempe Center Infrastructure & Application - Client Story

“The reliability and durability of the phone system were critical to us and KineticWorks found a system that not only met those concerns, but was also painless to administer”

Gene Liffick–
Operations Manager
The Kempe Center

Ultimately, an IP PBX was implemented for its quick return on investment, ease of administration with their ever-changing environment, and the overall reliability of one of the industry’s best-engineered systems.

KineticWorks demonstrated how the productivity tools inherent in voice over IP technology were further enhanced with the IP system, including intuitive desktop call management.

The Result:

KineticWorks’ expertise provided a smooth transition, as technicians installed the new IP PBX alongside the co-op system provided by Children’s Hospital, giving employees a chance to learn the new technology.

Due to multiple productivity increases, The Kempe Center has been quicker in response times and more enabled to focus on their tasks-at-hand.

“KineticWorks has been great to us,” Gene Liffick, Operations Manager says, “shortly after we brought their solution on board, the benefits were realized. I can easily administer the entire system from my office, and that allows me the time I can’t afford to lose for my daily tasks”.

The IP telephony system met all of The Kempe Center’s requirements, plus many they hadn’t considered. It is now recognized as more than a replacement phone system – it’s a vital tool for their growing business.