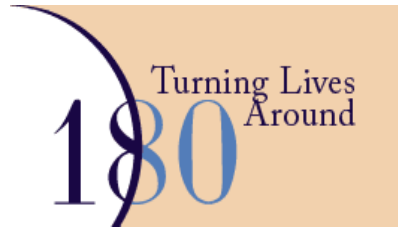


# ComTec Solutions at Work: 180 Turning Lives Around

## Background

180 Turning Lives Around is a private, non-profit organization dedicated to ending domestic violence and sexual assault in the communities that make up Monmouth County, New Jersey. 180 is committed to providing:



- **Support:** during crisis and through long-term group counseling for individuals and families affected by domestic violence and sexual assault
- **Advocacy:** assisting clients in acquiring the services and support they need from other organizations and government agencies
- **Education & Prevention:** striving to break the cycle of violence by bringing their vast expertise in the areas of sexual assault and domestic violence to the classroom, professional organizations and community groups
- **Outreach:** working to mobilize concerned individuals, organizations and community groups to join 180's efforts to end violence against women and children

## The Challenges

180 Turning Lives Around came to ComTec for an affordable answer to their communication needs. They sought a call center solution for their multi-location crisis intervention hotline that would streamline their system, enabling them to answer calls more efficiently. Cost and expandability were also key concerns, since the organization's technology funding was limited.

## The Solution

ComTec's technical consultants met with the representatives from 180 and ComTec became the first NEC distributor in the country to install the newest, cutting-edge telephony for this customer's unique

## Challenges

- upgrade communications capabilities to support the enormous volume of incoming calls to the crisis center
- allow for future expansion at an affordable cost

## Solution

NEC UNIVERGE SV8300

## Results

- the crisis center is now equipped to handle the volume of daily calls it receives daily
- 180 now has the ability to expand their system as needed

Project Snapshot

needs. This dynamic system, NEC Unified Solutions' UNIVERGE SV8300, is designed to help companies unify business communications in a revolutionary new way.

The SV8300 was deployed with NEC's UCB (Unified Communications for Business) Call Center Software. NEC's UNIVERGE SV8300 is an exceptionally versatile communications server that is scalable to meet the needs of a growing business. Supported features and applications include calling number and name display, conferencing, soft keys, voicemail, unified messaging, speed dialing and automatic call distribution (ACD), as well as support for hospitality management features, wireless handsets and softphones.



Using NEC's UNIVERGE SV8300 and UCB Call Center Software, ComTec was able to transform 180's communication systems into an efficient, high-volume call center.

In partnership with SalesForce.com, ComTec designed and provided customized integration to give I80 rapid access to records and other critical information.

ComTec also provided an expert wiring and networking solution to upgrade the organization's entire infrastructure and switch network.

In addition, ComTec installed a state-of-the-art WAN solution to link I80's voice and computer networks. Finally, ComTec assisted in coordinating carrier services for the organization to give them the best available support at the best possible price.

### **The Results**

The UNIVERGE SV8300 streamlines business communications with its wide range of on-board applications and high-powered features that can be transparently shared between branches or remote locations.

I80 Turning Lives Around now has a state-of-the-art communications platform that will allow them to better support those in need of their services and allow them to grow into the future.

*According to a NEC press release, "The UNIVERGE SV8300 Communications Server, part of UNIVERGE360's Unified Infrastructure, is the ideal system for businesses wishing to compete on a higher level and grow over time. This robust, feature-rich solution is completely scalable and can be expanded to meet your communications needs both now and in the future."*