

**GREATER NEW YORK COUNCILS,
BOY SCOUTS OF AMERICA****Industry Focus:** Non-profit**Employees:** 100**Location(s):** 3**Allworx Solution:**

- 24x Phone System
- 6x Phone System
- 9212 IP Phones
- 9204 IP Phones
- 9202 IP Phones
- Advanced Multi-Site
- Call Assistant

Web Site: www.bsa-gnyc.org

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Michael Drillinger*Vice President**Superior Computer Services, Inc.*

Allworx Creates Significant Savings for Boy Scout Council

About Greater New York Councils, Boy Scouts of America

The Greater New York Councils, Boy Scouts of America (GNYC) serves all five boroughs of New York City. It also owns and operates the Ten Mile River Scout Camps located in the Sullivan County Catskills in New York State.

GNYC’s mission is to serve society by helping to instill positive values in young people, and in other ways to prepare them to make ethical choices during their lifetime and to achieve their full potential. It operates under this mission as it attempts to achieve its vision to be recognized in the five boroughs of New York City and throughout the Scouting organization as the premier agency meeting the needs of urban youth.



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David Tate

CFO

*Greater New York Councils,
Boy Scouts of America*

The Challenge

As a non-profit, GNYC has to be extremely prudent about all expenses. One area the organization believed it could cut costs was on its phone bill. With personnel located at its headquarters in the Empire State Building and at its Ten Mile River Scout Camps, as well as at two smaller camps in Staten Island and Alpine, New Jersey, GNYC was spending large amounts of money just to place calls between its own employees, in addition to the costs of communicating with people outside the organization. The organization also spent a substantial amount annually for support of its antiquated phone system.

After conducting some preliminary research, GNYC realized it could cut its telecommunications costs significantly by updating its phone system to a more modern solution. “We were trying to decrease the cost of our phone bill by going to a VoIP phone system,” said David Tate, GNYC’s CFO.

The Solution

To begin its search for a VoIP system, GNYC called on Superior Computer Services, Inc., an Allworx Authorized Partner out of Mount Vernon, New York, for assistance. Upon learning of the predicament at GNYC, the team at Superior immediately knew that Allworx was the solution. “I showed the Greater New York Councils that they could save a considerable amount of money with an Allworx system,” said Michael Drillinger, vice president of Superior. “I demonstrated how Allworx’s remote phone capabilities would allow them to eliminate certain services that cost them sizeable amounts. Additionally, because of Superior’s arrangements with certain CLECs, I was also able to assure GNYC that I could save them enough money to essentially pay for the entire system simply by replacing the PRI and T-1 services they were using. The Allworx system was very financially attractive to the Greater New York Councils.”

Based on Superior’s proposal, GNYC decided to move forward with an Allworx solution. The organization’s headquarters in the Empire State Building is now utilizing an Allworx 24x Phone System over PRI and POTS lines. Employees at the headquarters use an array of Allworx IP Phones, including the 9212, 9204, and 9202, as well as one third-party SIP phone that is also supported by the 24x.

At its Alpine location, GNYC employs an Allworx 6x Phone System. Employees in the Alpine office all use Allworx 9212 IP Phones. The 9212 is also the phone of choice at each of the organization’s remote locations.

ALLWORX CREATES SIGNIFICANT SAVINGS FOR BOY SCOUT COUNCIL

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In addition to all of the Allworx hardware that GNYC utilizes, it also makes use of a number of other offerings from Allworx, including the Advanced Multi-Site and Call Assistant software features, and Extended Warranty and Software Upgrade License Packages for its Allworx systems.

Despite being such a major overhaul of network infrastructure, the installation of the Allworx system at GNYC went off without a hitch. “The installation went very smoothly,” said Tate. “It seemed to me like one day I had an old phone on my desk and the next day I had a new one.”

The Benefit

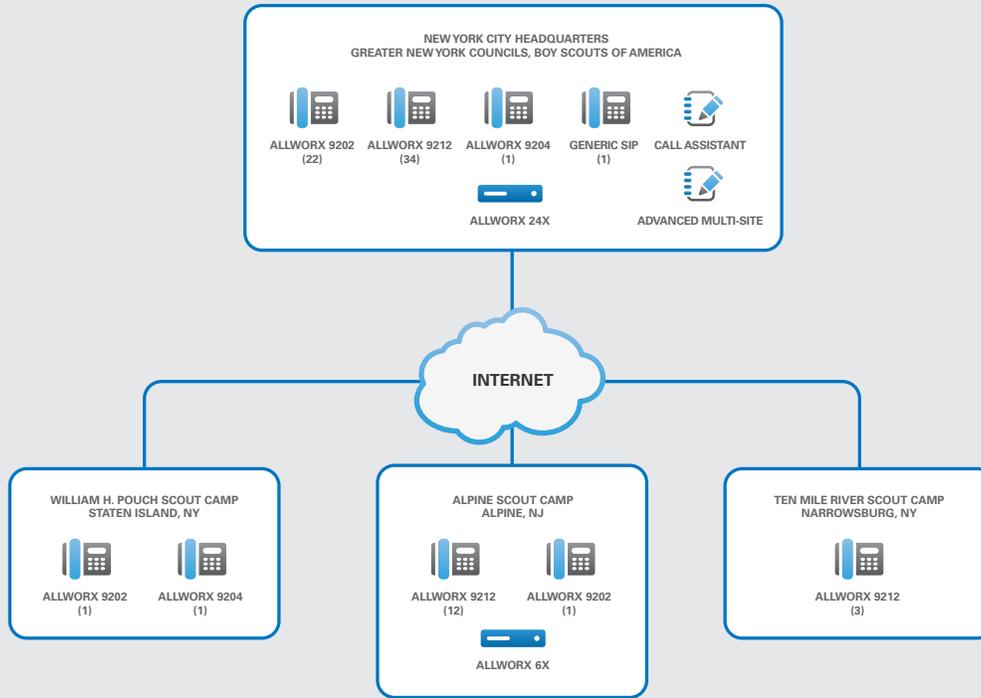
GNYC’s goal in switching to a VoIP system was to significantly cut its telecommunications costs. With Allworx, the organization has realized this goal. “Our phone bill is substantially lower with the VoIP system as opposed to when we had a regular phone system,” said Tate. One of the main cost savings GNYC has realized since implementing Allworx comes from the fact that VoIP has enabled the organization to make free site-to-site calls between its locations.

In addition to cost savings, GNYC’s Allworx system has created a number of other benefits for the organization. For example, with its headquarters located in volatile Midtown Manhattan, GNYC often experienced issues beyond its control that would affect its phone service, such as construction work and power outages. Now, the Allworx 6x Phone System at the organization’s Alpine location acts as a failover for the 24x in the Empire State Building.

“They wanted redundancy,” said Drillinger. “We installed an Allworx 6x Phone System at the Alpine location, and if anything were to cause the 24x in the Empire State Building to go down, we could quickly and easily point their service over to New Jersey.” This capability is enabled by Allworx Advanced Multi-Site, which links the phone systems at each of GNYC’s disparate locations, allowing it to act as one unified organization.

GNYC also benefits greatly from the Extended Warranty and Software Upgrade License Packages it attained for its Allworx 24x and 6x systems. While all Allworx systems include a standard one year hardware warranty, Allworx offers customers the ability to place extended hardware warranties and software upgrade licenses on their Allworx systems for additional coverage. The extended warranty portion of the package adds four years to Allworx’s standard hardware warranty for five years of guaranteed protection, while the software upgrade license enables GNYC to update its systems’ software free-of-charge every time Allworx issues a new software release in the next five years. Additionally, by purchasing both of these buyer protection options from Allworx in one convenient package, GNYC was able to realize considerable savings from if it had had to purchase both options individually.

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Among all the advantages that GNYC has realized since implementing its Allworx system, perhaps the most valuable has been the support it has received from both Allworx and Superior Computer Services. "Our experience with Allworx has been quite good," said Tate. "Superior Computer Services is great as well. My tech people have told me that whenever

a question arises about the Allworx system, Superior always answers it very quickly. We really enjoy that relationship. They're very positive folks. They're always supportive and helpful and willing to go the extra mile for us. We appreciate them."

Solution Personalized for Greater New York Councils, Boy Scouts of America:

- **Phone Systems**
 - 24x
 - 6x
- **IP Phones**
 - 9212
 - 9204
 - 9202
- **Software Features**
 - Advanced Multi-Site
 - Call Assistant

About Allworx

Allworx, a wholly owned subsidiary of PAETEC Holding Corp. (NASDAQ GS: PAET), develops award winning phone & network systems for small-to-medium sized businesses and sells these products through a network of Authorized Resellers. By combining the advanced features of today's VoIP systems with the key system features SMBs have grown to rely on, Allworx systems are ideal replacements for the millions of aging (TDM) PBX and key phone systems in use today.

Contact Us

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