



The Women's Center of Jacksonville

The Women's Center of Jacksonville, founded in 1995 as a non-profit, community-based resource center dedicated to improving the lives of women, serves over 7,500 persons annually at their locations in Arlington, the S.A.F.E. Center in Southside, and satellite locations in the Jacksonville metro area.

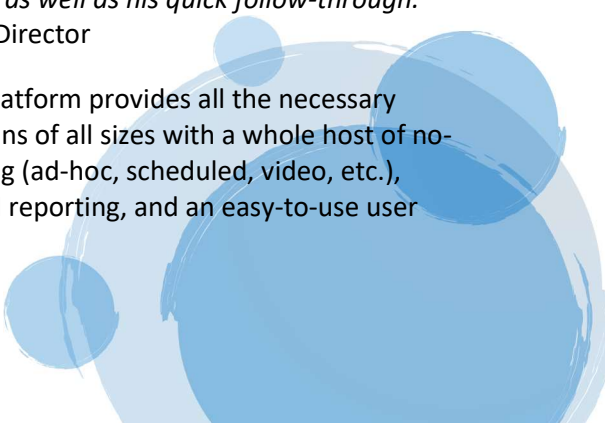
As a not-for-profit organization, The Women's Center is always looking for ways to reduce expenses while simultaneously improving operational functions and making the most of their time and resources.

In 2017, the organization thought that they had found this in a premise-based Mitel VoIP solution with Mitel SIP telephones as it offered the functions and features that they needed, at a reasonable price. However, come late 2022, they were informed that their current vendor would no longer be supporting their premise-based product and they would need to upgrade to a cloud product. Then, tragedy struck when the Mitel platform had a major failure, becoming non-functional.

CSM South worked with The Women's Center to provide a cloud-based telecom solution from GoTo Connect, implementing new Yealink VoIP telephones. CSM was able to deploy all 50 users in a single day one week after contracting.

"Your folks have been fabulous. The phones are running well! I greatly appreciate Stephen [the Project Manager from CSM on this job] and his patience as well as his quick follow-through."
Teresa Miles, Executive Director

The all-inclusive GoTo Connect platform provides all the necessary functions required by organizations of all sizes with a whole host of no-cost add-on's such as Conferencing (ad-hoc, scheduled, video, etc.), remote users, cradle to grave call reporting, and an easy-to-use user interface for all employees.



GoTo Connect Cloud
VoIP



50 Users at 2 Locations



Yealink VoIP Telephones

