



CASE STUDY  
East Bay Community Action Program (EBCAP)  
East Providence, RI



## Partners Technology and Mitel Bridge the Communications Gap for EBCAP

The East Bay Community Action Program (EBCAP) serves as the bridge to self-reliance for more than 30,000 residents in Rhode Island’s East Bay area. A private, non-profit 501 (c) (3) corporation, it strives to be East Bay’s premier health and human services agency by connecting people with the right services at the right time.

Connecting the organization’s nine locations, six Head Start facilities and mostly mobile staff and volunteers, however, was another story.

“Our old Inter-Tel system had reached its end of life, so we could no longer get any technical support or add any new features we needed, like the ability to transfer calls between locations. Scalability wasn’t possible,” said Cory Guglietti, EBCAP’s director of administration. “We needed a more advanced, modern phone system to improve customer service and keep our staff connected.”

So, Guglietti connected with Partners Technology to bridge EBCAP’s communications gap.

### Bridging the gap

“Partners Technology took the time to learn about our organization’s needs before recommending a solution,” said Guglietti. “Everyone from Partners was easy to work with, from the knowledgeable sales team to system design to the installing technicians.”

"Desk phones just didn't make sense for many of EBCAP's staff because they're traveling frequently between locations," said Jim Rabbitt, managing partner of Partners Technology. "MiCollab's mobility option allows everyone to stay connected wherever they are."

"The highly scalable Mitel solution was also ideal for meeting Cory's other communications criteria," continued Rabbitt. "We were able to provide them with 4-digit transferring capabilities to easily switch calls from location to location, improving efficiency and expediency in assisting their clients."

### No more POTS (plain old telephone service)

As a non-profit, EBCAP's board also appreciated the reduction in POTS line expense over its old landline system. The new Mitel system also provided the organization with reliable redundancy, so if there is an outage in one area, calls are automatically rerouted and received at the any of the organization's other locations.

"We were really concerned that the people making the sales pitch wouldn't be the same people we dealt with during rollout, but that wasn't the case. Jim Rabbitt and Steve Dillon were with us all along," said Guglietti.

### ABOUT EBCAP

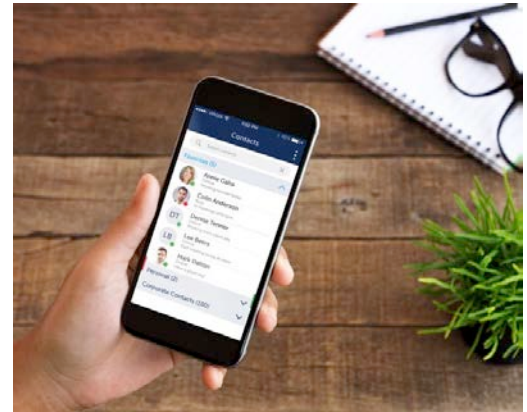
East Bay Community Action Program (EBCAP) provides high-quality, comprehensive, and accessible health and human services to assist people to achieve their fullest potential. EBCAP strives to be recognized as the premier health and human services agency in the East Bay. EBCAP is governed by its 25-member Board of Directors that is representative of the East Bay's public sector, consumers, business, labor, religious, welfare, education and significant minority groups and interests in the community.

### ABOUT PARTNERS TECHNOLOGY

At Partners Technology we provide organizations of all sizes with advanced networking, communications and technology solutions. We offer a full range of products and services, including a comprehensive suite of voice products, data networking solutions, managed services and cloud services.

With an unwavering focus on customer service, Partners Technology enjoys some of the highest customer loyalty and satisfaction ratings in the telecommunications industry.

As an Exclusive Mitel Gold Business Partner, we service all of New England and are able to service our customers globally utilizing a network of over 1,600 value-added Mitel resellers and partners.



*"We couldn't be happier to have a partner who is so knowledgeable and willing to do what it takes to get the job done right." Cory Guglietti, EBCAP's director of administration*



**Bringing People and Technology Together**

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