



**IWATSU**  
TELECOMMUNICATIONS PRODUCTS



PROVEN SOLUTIONS

## Iwatsu Lends Helping Hand to Big Brothers Big Sisters

Located in Colorado Springs, Colorado, Big Brothers Big Sisters (BBBS)-Pikes Peak needed an advanced communications solution to meet the growing demands of their new facility. With several staff members, volunteers and hundreds of clients, this non-profit organization needed to facilitate daily communications for more streamlined and professional operations.

With the help of Bob Kehrer, District General Manager, SimplexGrinnell and Iwatsu, an ADIX-VS phone system was donated and installed to BBBS-Pikes Peak to provide the organization with a more advanced communications solution. Before the ADIX-VS installation, BBBS-Pikes Peak was limited to very basic and inefficient communications with only one central line and a single voice mailbox for the entire organization.

### **Omega-Voice VMI**

Now enabled with Omega-Voice VMI automated attendant and voice mail capabilities, staff members can remain fully accessible for specific client needs as calls are transferred directly to their individual extensions and voice mailboxes. BBBS-Pikes Peak staff is also provided the flexibility of remotely accessing and customizing their automated attendant and voice mail greetings with important and updated information any time.

"Our staff spends more time on the phone doing case management, supervision, and advising than any other piece of equipment. The ability to have such a functional, new phone system is truly a treat for the staff, and therefore has gone a long way in helping this organization get back on its feet and working towards performing at full capacity in a more efficient and expedient way," says Robin Rogers, Executive Director, BBBS-Pikes Peak.

Because BBBS-Pikes Peak operates solely through volunteer efforts, capturing and efficiently handling volunteer calls is critical for their business. As the first point of contact for BBBS-Pikes Peak clients and volunteers is most often through the telephone, ADIX-VS is invaluable as it enables the organization with more prompt, effective, and seamless interaction with callers, allowing staff to maximize quality service and grow their client and volunteer base.

"Thanks to Iwatsu, we were able to move into our offices on a shoe-string budget. On behalf of the kids in Colorado Springs, thanks for supporting Big Brothers Big Sisters, because the money that we saved in the move allowed us to serve more youth in the community," says Rogers.