

Iwatsu Helps IHCD Stay Connected to Needy Dallas Families

The Challenge

The Interfaith Housing Coalition of Dallas (IHCD) needed a new, more cost-friendly and efficient way to provide a lifeline for needy Dallas area families. As a non-profit organization, IHCD didn't have the budget to replace their older system, which was unable to provide even basic functionality or manufacturer training and support. This left IHCD unable to confidently and efficiently handle important resident family calls.

The Solution

Iwatsu donated a new ADIX system complete with advanced features, functionality and long-term growth to enable the IHCD to more efficiently operate and support Dallas area families. Plus, with 24/7 system support and training, IHCD can now be confident their ADIX system will provide long-term reliability.

"Each resident family served at Interfaith begins with a telephone interview by our case management staff. The phone system is also key to a resident's success in the Job Search Program. Iwatsu's generosity has not only enabled staff to work more efficiently, but has strengthened the lifeline to Dallas area homeless families."

- Linda Hall, Executive Director of IHCD

The Benefits

The IHCD's new ADIX system is equipped with the Omega-Voice VMI automated attendant and voice mail application, which is an all-in-one messaging system. The IHCD can customize



automated company greetings and user-friendly menu options that route incoming callers directly to the proper extensions and voice mailboxes.

IHCD staff are now equipped with individual extensions and voice mailboxes, which allow residents and Dallas families in need to make direct contact for assistance.

New digital doorphones also provide the IHCD cost-effective building security, as it requires visitors to make an intercom call to gain entrance to the building. A remote control relay will allow receptionists to remotely unlock the door by pressing a key on their telephone.

Along with the donated phone system, Iwatsu also helped the IHCD switch to an integrated T-1 connection for higher bandwidth, better Internet access and lower monthly costs.