



case study

Grants Management Systems Cuts Phone and Internet Costs While Improving Internal Communication and Customer Service

Grants Management Systems (GMS)

Since 1980, GMS has designed specialized software with a demonstrated record of success for thousands of not-for-profit and public organizations. The GMS Accounting and Financial Management/Reporting System is designed, from the ground up, to meet the highly specialized requirements of not-for-profit and public organizations accounting for contracts and grants or by program activity. GMS also offers the GMS Revolving Loan Servicing Software which provides one of the most powerful portfolio management tools in the market today. GMS is an employee owned company based in Kensington, MD.

The Challenge

To provide a common communications infrastructure and presence for a geographically dispersed workforce, while offering customers easier access to personnel through a single support number while reducing overhead and lower costs.

Elizabeth Collins was looking to do the seemingly impossible– to bring all of her colleagues, based in more than 10 states nationwide, under a common, enterprise-grade communications infrastructure without breaking the bank. She also wanted to provide their customers an easier means for contacting GMS personnel for answers – and of course, lower cost and overhead if possible. GMS had a patchwork of providers and solutions which created a confusing billing and technical solution, also making it sometimes difficult to reach one another and making the process for customers to reach individuals within the company difficult. Also, Liz wanted to work with an organization that was aligned with GMS’ commitment to helping non profits and organizations that are helping to make the world a better place.

*“With staff spread throughout the U.S. making many long distance calls and on the road, switching to **BetterWorld** has brought us closer together as well as saving our company quite a bit of money with their pricing structure.”*

ELIZABETH COLLINS
 Director of RLSS Sales, Grants Management Systems



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The Solution

BetterWorld Telecom Virtual PBX, Unified Comms and Voice Over Internet Protocol (VoIP) Integrated – One Bill, One Call Support

With mission alignment, a nationwide footprint and innovative/integrated product set, BetterWorld quickly made Liz's short list of potential service providers. Working with her account manager at BetterWorld Telecom, she quickly realized that by employing BetterWorld's *Virtual Private Branch Exchange* (Virtual PBX) technology, along with BetterWorld's *Unified Communications* features, that all of her colleagues could operate as if they are in one office, with common phone and Internet infrastructure – even though they have hundreds and thousands of miles separating them all. In addition, by using BetterWorld *Enterprise VoIP*, all employees can simplify and integrate their voice and data communications over one pipe, regardless of location.

Key features of BetterWorld's *Virtual PBX* Suite include:

- A single flat rate for local, long distance and calls to Canada
- Includes literally hundreds of features such as a corporate call tree, virtual attendant, voicemail to email, virtual fax, voice mail and find me follow me technology which integrates all communications devices.
- Integrated
- The ability to use existing telecommunications equipment already on premises
- The reliability and security of the BetterWorld's national IP network and softswitch technology
- BetterWorld's unique *One Call Does it All* Support and care process, with all services integrated onto one corporate bill – backed by the industry's only 100% no-questions-asked guarantee every month of service

The Results

Dramatic Cost Savings

After deploying BetterWorld's solution, Grants Management Systems reduced its monthly voice and data communications costs by over 25%. "BetterWorld understood what we really needed for voice and data services and helped us save a lot of money," Liz said.

Superior Service and Support

BetterWorld's technicians and the account manager stayed in close contact with Liz, offering on-site service and support. Liz said, "BetterWorld has provided us more service in the past few months than our previous provider did in the past year. It was a no-brainer to make the switch."

For more information, visit
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"Switching services was easy and quick, training was excellent. But the best part is the service - which is extremely responsive. We never have to wait but a few minutes for an answer if we have a question or issue that needs to be resolved.

ELIZABETH COLLINS

Director of RLSS Sales, Grants Management Systems

About BetterWorld Telecom

In the \$900B US telecom carrier market, BetterWorld Telecom, LLC is the only nationwide, full-service voice and data telecommunications carrier focused on serving businesses and organizations that support social justice and sustainability. BetterWorld provides business-grade telecommunication solutions to thousands of customers in 40 states, comprised of local, long distance, toll free, conferencing, Internet access, VoIP, Virtual PBX and unified communications products. BetterWorld is the only certified carbon neutral carrier in North America and offers on average 28% savings off the competition, a 100% service guarantee, while donating 3% of revenues to causes that benefit children, education, environment, and fair trade.



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