

Altaworx managed and built an AT&T AVPN Network and support expansion of new remote sites to support IP Voice and data solutions

INDUSTRY: Non-Profit Agency

The Problem

At the time, Family Endeavors' two sites were connected via a point-to-point T1. They utilized an IP PBX at their corporate site for voice service. Their second site was also connected to the IP PBX via the point-to-point circuit. The need was for reliable service that was easy to install, manage, and flexible for continued growth opportunities.

The Solution

Altaworx initially installed AT&T AVPN MPLS T-1 and Bonded T-1 circuits at 11 locations with fiber at the headquarters. Altaworx managed routers and firewalls were also implemented at each location. Altaworx facilitated onsite hands to connect preprogrammed equipment. Family Endeavors' initial contract with the VA is for one year. After year one, the contract renews automatically for four additional years if the VA does not cancel the agreement. Today, Altaworx continues to assist and project manage the client's growth. Currently, the client is at 32 sites across the US.

Business Impact

Due to meeting the customer's installation deadlines and the ease of implementation, Family Endeavors continued to open additional sites across the US. As the site number grew, bandwidth requirements also grew and Altaworx replaced the T-1 circuits with fiber at each site and scaled the fiber at the headquarters to fit the ever-growing network. They also seamlessly replaced their premise-based IP PBX with an Altaworx Hosted PBX. Phones were shipped onsite (plug and play from the Altaworx team) making installation of voice and data services the full responsibility of Altaworx and allowing the customer to focus on serving our nation's veterans.

Company Profile: Family Endeavors was founded in 1971 and provided programs and services to children, families, Veterans and those struggling with disabilities.