CASE STUDY

UCX, MANAGED SD-WAN, AND DATACENTER

A nonprofit survived the total loss of one of its sites thanks to TPx's hosted and managed services

A nonprofit organization in northern California decided to implement three TPx services: the UCx unified communications service, MSx Managed SD-WAN, and datacenter colocation. These services were smoothly installed at 14 locations over the course of five months, and the organization was pleased with their new capabilities. Unfortunately, shortly thereafter, a wildfire destroyed one of their sites. Because their critical phone and network infrastructure was hosted with TPx, they could react quickly. "The day of the incident, I forwarded all the hunt groups for that location to our main receptionist. The managers have been using UCx to communicate and answer calls remotely," said the nonprofit's Director of Information Systems. Employees displaced by the fire were able to continue working from other locations with no loss of productivity.

PROFILE
- California nonprofit
- 14 locations
- Recently implemented TPx services

CHALLENGE
- Plan for business continuity and disaster recovery
- Prove the value of cloud-based services to the whole organization

SOLUTION
- UCx Voice and UCx Complete user bundles
- MSx Managed SD-WAN, Optimum level service
- Colocation at TPx's datacenter in Sacramento, CA

BENEFITS
- Connected all sites with an efficient implementation
- Guaranteed performance over any network
- Seamless failover and continuity

RESULTS
Quick and easy management of the platform, even in the midst of a chaotic disaster recovery situation