



In partnership with Jive



CASE STUDY

Before It's Too Late: Beating E-Rate Deadlines

For the past 30 years, Autism Services, Inc. has provided aid to children and adults with autism. Its goal is not to cure autism, but to help the autistic better understand and function in society. Autism Services has developed a series of courses and programs that allow their clients to educate and express themselves in a way that will help them feel more connected to the world.



Background

Autism Services has six Buffalo locations around Western New York, but the phone system connecting those locations was aging. They were researching a replacement for their aging NEC premise PBX system when they heard about Hosted VoIP. Based on the recommendation of their partner, Next Generation Communications, they decided to try Hosted VoIP in their smallest two-person location.

AUTISM SERVICES, INC.



Quick Facts

Autism Services began over 30 years ago with a 12-month education program. Today it boasts numerous programs that cater to all ages.

The signature program of Autism Services is Arts Work, a platform for autistic writers and artists to develop and express their work across New York City.



Fast forward two months, and the client forwarded an E-Rate solicitation to Next Generation, asking if they knew of a vendor who could help them with E-Rate funding for their telecommunications system. Neither the partner nor Jive had any idea that two of Autism's locations are considered K-12 schools and therefore were E-Rate eligible. Fortunately for Autism Services, Jive is the leader in Hosted VoIP implementations using E-Rate funding in the U.S.

Solution

Next Generation contacted Jive about helping Autism Services file their 470 paperwork, which had to be done within 48 hours. If you know anything about the E-Rate program, you're aware that there is a lot of paperwork and federal guidelines to be followed. It is not an easy task—which is one of the reasons many eligible schools don't apply for E-Rate in the first place.

Jive realized that the customer needed to work with an E-Rate consultant to get this paperwork done in time. Jive recommended a reputable one to Autism Services, and together they successfully met the E-Rate deadline. Next came the gestation period where all vendors had the opportunity to propose to win Autism Services E-Rate business. Autism received proposals from four E-Rate VoIP providers and decided on Jive for their telecommunications service, resulting in a win-win situation for all parties involved.

PARTNER BENEFITS

Next Generation has come to rely on Jive when it comes to E-Rate opportunities. Jive provides its partners with extensive E-Rate assistance via a dedicated education sales team, as well as with technical and marketing resources. Along with its experienced E-Rate response, Jive also offers partners like Next Generation significant evergreen life-of-customer residuals.

BENEFITS TO AUTISM SERVICES

A standard VoIP proposal for a 153-seat opportunity would be in the \$3,052/monthly range. With the E-Rate filings successfully submitted, Autism Services will pay a mere \$500/month after their E-Rate subsidization is applied.

Along with additional funding and a lower overall Total Cost of Ownership, Autism Services now enjoys a modern phone system that will stay up to date and provides the flexibility necessary to accommodate Autism Service's growth and changing needs.