



CASE STUDY:

East Orange Child Development



East Orange Non-Profits use XO® IP Flex to Reduce Voice and Data Costs Dramatically

Executive Summary

East Orange Child Development

- Non-profit organizations providing early childhood education
- Located in East Orange, NJ

Challenges

- Reduce voice and data costs across multiple sites
- Simplify management of telecommunications services
- Gain flexibility and features to improve communication with the community they serve

Solution

- XO IP Flex, an integrated VoIP solution which delivered telecommunications cost reductions of 66.4% and 59.7% at two organizations
- Bundled local, long distance, inbound toll-free, calling features, Internet access, and Web hosting
- The security and reliability of the XO national IP network

Results

- Quantifiable cost savings
- Capital equipment cost avoidance
- Speedy installation
- Improved service to the community

East Orange Child Development, a nationally funded Head Start program, and East Orange Community Charter School are two non-profit organizations closely tied to the East Orange, NJ community. They offer children and parents critical educational and social services to help improve early education opportunities. With a heavy daily load of phone calls, faxes, and emails, telecommunications services are essential to the organization's successful operations.

The Challenge

Reducing burdensome monthly telecommunications costs while deploying flexible voice and data services

With constant communication taking place with parents and other community members, East Orange Child Development and East Orange Community Charter School were paying voice and Internet access costs of more than \$6,800 per month.

Consultant Hasjonn Simmons, MBA/TM, is responsible for the organization's technology infrastructure. He said paying for local, long distance, voice mail, and other features for each separate line was complex and costly.

The Solution

Replace existing multi-vendor solution with XO IP Flex, an integrated voice over Internet protocol (VoIP) solution

Simmons discovered that XO IP Flex offered the simplicity, flexibility, and value his organization required. "We performed a cost analysis, and right away I could see

"Plus we were dealing with multiple vendors, which made managing the operation difficult," Simmons added. He also said the organizations were using a DSL line, which didn't always provide the quality of service needed.

Simmons sought out a new provider that could:

- Help reduce overall voice and data costs for both East Orange Child Development and East Orange Community Charter School
- Be a single-source provider for all voice and data services
- Provide more control over maintenance windows
- Offer flexible features and reliable bandwidth to meet the organizations' needs

the potential savings of using XO IP Flex," Simmons said.

Since deploying XO IP Flex in May 2005, East Orange Child Development and East Orange Community Charter School have paid a flat rate for voice and data services across multiple locations encompassing 58 phone lines and two T1 lines.

Key features of the new system include:

- The ability to use existing telecommunications equipment already on premises
- Dynamic Bandwidth Allocation, which assigns additional bandwidth to data throughput when phone lines are idle. “Unlike fixed bandwidth, the dynamic approach means there no wasted or unused bandwidth, which would be money lost,” Simmons said.
- Local, long distance and inbound toll-free calling, plus Internet access, and Web hosting across five sites
- Online Feature Management that allows Simmons to manage voice mail boxes and hunt groups – without having to place a call to vendors and wait for service
- The reliability and security of the XO national IP network and softswitch technology

The Results

Quantifiable Cost Savings

The bottom line tells the real story here. Simmons said that since deploying XO IP Flex, East Orange Child Development has saved 64.6% on telecommunications costs. East Orange Community Charter School has saved 59.7%. In addition, a monthly bill from a single vendor, rather than multiple variable bills from a number of different vendors, has made it much easier to track costs and plan budgets.

Capital Equipment Cost Avoidance

The ability to use existing analog phone equipment for a VoIP solution reduced the need for new capital expenditures. Simmons said replacing the telecommunications infrastructure might have cost \$90,000 or more, which would have been cost prohibitive for the organizations.

Speedy Implementation

“The technical representatives from XO communicated clearly and performed the installation smoothly and on time,” Simmons said. Plus he is able to use the Online Feature Management to manage calling features. There is no need for him to be on site or wait for service technicians to make changes.

Improved Service to the Community

“We’ve been able to apply the savings to other parental and childcare programs that give back to our community,” Simmons said. “In addition, the inbound toll-free number included with our IP Flex service has given parents a single contact number to reach us from anywhere with any question.”

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HASJONN SIMMONS
Technical Consultant
East Orange Child
Development

About XO Communications

XO Communications, a subsidiary of XO Holdings, Inc. (OTCBB: XOHO), is a leading nationwide provider of advanced broadband communications services and solutions for businesses, enterprises, government, carriers and service providers.

XO customers include more than half of the Fortune 500, in addition to leading cable companies, carriers, content providers and mobile network operators. Utilizing its unique combination of high-capacity nationwide and metro networks and broadband wireless capabilities, XO offers customers a broad range of managed voice, data and IP services with proven performance, scalability and value in more than 75 metropolitan markets across the United States.



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