



CASE STUDY

Church Group Puts Faith in XO

Executive Summary

GCFA

- Finance and administration arm of the United Methodist Church
- Headquartered in Nashville, TN

Business Challenges

- Specify and install an entire telecommunications system at a new facility
- Gain expertise and support, allowing GCFA to concentrate on its core business

Solution

- XO Hosted PBX, a bundled telecommunications and professional services offering
- One voice T1 with 100 lines, one data T1, and leased telephone equipment

Results

- Ongoing support and maintenance from the XO team
- Speedy installation
- Predictable monthly costs
- Solution matched to needs

Customer

The General Council on Finance and Administration (GCFA) of The United Methodist Church serves as the international finance and administrative body for the Church. One of its many responsibilities is managing the money the Church receives from local congregations for worldwide mission and ministry. In 2005, the Council relocated from Evanston, IL to Nashville, TN, a move that required installing an entirely new telephone and data system.

Challenge

Identify equipment needs and install a completely new telecommunications system for GCFA headquarters

Rev. Alan J. Morrison is Director of Support Services for GCFA. Morrison said that when the decision was made to relocate to Nashville, GCFA faced several challenges, including finding a telephone and data system that was appropriate for the size of the building, offered flexibility, and provided features such as speakerphones, voice mail systems, international conference call capabilities, and more.

Because Morrison wears several hats at GCFA (event and travel planning, security systems, and building maintenance), it was important to find a vendor that could design and install the system, as well as provide ongoing equipment maintenance and support.

Solution

XO Hosted PBX, a bundled telecom and professional services solution that combines network services, equipment, installation, and maintenance into a single service offering – all from one provider, on a single monthly bill.

A typical Hosted PBX bundle may include local dial tone, Internet access, long distance and hardware, plus maintenance and support. GCFA's bundle included a T1 for voice with 100 Direct Inward Dial lines (DIDs) and a T1 for data. "One of our priorities was DIDs for all of our staff so they could be reached directly, without going through a common switchboard," said Morrison.

Morrison said that XO Hosted PBX fit GCFA's needs because the XO team was able to specify exactly what equipment GCFA needed, design and install the system – and even train the staff!

The XO Hosted PBX system has been a "great fit" for GCFA, and Morrison's overall experience with XO has been excellent. The proof? "We have hosted other potential XO customers who would like to see our system," said Morrison.

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 **communications**
Solutions you want. Support you need.

“XO Hosted PBX service fit GCFA’s needs because the XO team was able to specify exactly what equipment GCFA needed, design and install the system – and even train the staff!”

Rev. Alan J. Morrison
Director of Support Services | GCFA
www.gcfa.org

Results

System Matched to Needs

“The XO team walked me through the capabilities of the system. They understood exactly what I was looking for in terms of features,” said Morrison.

Speedy Installation

The installation of the entire system, training of GCFA’s IT staff, and training for end users took only a few days. “Plus, the XO team left good printed instructions that have helped us get new people on board quickly,” said Morrison.

Focus on Core Business

Because the equipment is leased, there’s no significant capital investment, and the equipment is maintained and replaced as needed by XO. This frees Morrison and his staff to spend more time on their primary business. “If we owned the system, we’d have to deal with maintenance and management,” said Morrison.

Predictable Monthly Costs

The XO Hosted PBX has a fixed, predictable monthly cost, allowing GCFA to know exactly what its operational costs will be each month.

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