

CASE STUDY:

MHAMC (Mental Health Association of Morris County)



Mental Health Association of
Morris County



New Jersey Association of Mental
Health and Addiction Agencies

55%
Per month
Cost Savings
FREE
Upgrades & Services



www.choruscommunications.com

210 Church Street
Philadelphia, PA 19106
215.922.1862



Account Background

The Mental Health Association of Morris County is a non-profit, charity organization dedicated to serving people with mental illness and their families. Incorporated in 1953, the Mental Health Association of Morris County (MHAMC) is a local chapter of the New Jersey Division of the National Mental Health Association, today known as Mental Health America. MHAMC is also a member of The New Jersey Association of Mental Health & Addiction Agencies (NJAMHAA).

Previous Technology Situation

Chorus Communications was initially introduced to MHAMC as they were trying to cut costs on their Voice and Data T-1 expense at their corporate location. MHAMC was also adding a second location and needed wiring, internet, and a modern business phone system. In addition, they were looking to update their employees' laptops and mobile phones to create a more dynamic remote workforce. MHAMC executives were also searching for a mobile device management system that would meet healthcare compliance requirements. Excessive reductions in funding in the healthcare space made it even more important to control and reduce their technology expenses.

Solution

The expert team at Chorus immediately presented MHAMC a replacement T-1 option through Windstream Business, substantially cutting their costs by over 55%. For their second location, Chorus had configured and installed low voltage cabling through Black Box Networks. CenturyLink Business Internet was connected and a Hosted PBX Netcarrier Phone system was implemented. MHAMC's Hosted PBX system eliminated them from having to invest in the costly equipment of a complex business phone system, while still enabling the company to utilize telephony features like voicemail, faxing, automated greetings, touchtone menus, conference calling, call auditing and calling logs, and more. This innovative system also allowed them to have two offices working as one and calls can now be directed to the employee's cellphone while out working in the field.

To assist in the creation of their modern remote work-force, Chorus facilitated the purchase of all new laptops from their trusted partner SHI. This equipment investment was also a huge savings for them as opposed to MHAMC making the purchase directly. Through MetTel Mobile, Chorus was able to present an efficient and FREE Mobile Device Management Platform. This service includes encryption to keep MHAMC within their compliance requirements. In addition, staff was able to upgrade their outdated flip-phones to smart phones for FREE and an enhanced, cost-effective, data plan was put in place. This new and efficient Mobile Plan allows employees to connect to the internet from anyplace, anywhere, using their mobile phones as hotspots for their laptops when at client sites.

Future Projects

Chorus is now in the process of moving over 100 phones at the corporate location to The Hosted PBX platform.

