

ORT America Case Study: Efficiency, Cost-Savings and Nationwide Organizational Unification Using 4Voice

Communications are **vital to ORT America**, a non-profit fundraising company with offices across the United States. Their traditional landline service couldn't compete with the efficient and advanced VoIP systems powering its competitors. Generally, they needed a solution that would: keep them competitive in national and international markets, amplify their communication channels, ensure reliable calls without sacrificing other office IT resources and provide the service and quality they expect without impacting their budget.

4Voice's business VoIP solutions exceeded ORT's expectations at every turn with advanced features, reliable service and significant cost savings. Here's how.



“The conference bridges alone save us hundreds of dollars a month.”

4Voice Features that Wowed ORT:

- **Quality Local Support:** Dialing 777 ensured ORT could reach 4Voice's 24/7 support effortlessly. And with 4Voice's expertise and commitment to delivering white-glove service, most issues were resolved before they could be detected by ORT. That being said, ORT's team knows they can trust local service reps to arrive on-site within hours, should an issue arise.
- **Voice Quality:** ORT America noticed an immediate and dramatic improvement in voice quality after implementing 4Voice. Eliminating landline-induced static and feedback helped their organization cultivate a more professional and modern image.
- **Voicemail to Email.** ORT employees boosted their donor outreach by using the voicemail-to-email feature, ensuring missed calls were handled as soon as they were available.



- **Call Forwarding.** Forwarding incoming calls to cell phones when employees worked remotely improved company availability and mobility. This means their business can be more flexible in staffing arrangements without sacrificing productivity.
- **Conference Bridges.** Superior conference technology improved their conference call quality while lowering monthly expenses.
- **Call Logging.** Logging all calls helps keep quality and productivity high.
- **Seamless Transfers:** With 4Voice, ORT can seamlessly transfer calls among their seven national sites without missing a beat.
- **Billing Process.** 4Voice's clear monthly reports help ORT calculate costs and break down expenses by regional offices, with 4Voice reps always available to answer questions.



“4Voice is a trusted vendor that surpassed every expectation we had for a modern VoIP solution.”



ORT's Big-Picture Wins

- **Inter-Office Unification:** 4Voice's seamless transfers and transparent billing practices improved ORT's national office communication and management.
- **More Professional, Competitive Organization:** ORT streamlined employee-client communications with reliable, clear and crisp audio during all calls and conferences.
- **Improved Efficiency through Trusted Support:** ORT never sacrificed productivity to troubleshoot or resolve an issue. Continued quality service helps ORT consistently function at maximum capacity.
- **Cost savings:** Adopting 4Voice's VOIP solution eliminated billing issues like poor cost reporting and coping with questionable contract renewal practices. ORT now spends significantly less on a phone solution that delivers efficiency, productivity and improved communication across the organization. **“The conference bridges alone save us hundreds of dollars a month.”**

Schedule a demo to find out how 4Voice can benefit your organization's bottom line and give your clients the service they demand.

[Schedule a 4Voice Demo](#)