



Technology advances at the YMCA of Metropolitan Chicago

About the YMCA of Metropolitan Chicago

1. The 4th largest non-profit in Chicago celebrating 150 years of service
2. Provides services through 65 locations and more than 100 extension sites in Chicago
3. Our Mission: to build strong kids, strong families, and strong communities through our programs and services

Environment Prior to Siemens Solutions

- 32 locations connected to the WAN
- WAN could not support VOIP
- Variety of stand-alone telephone systems and voice mail platforms
- Many locations did not have voicemail
- Communications mechanism between locations was poor
- Costly and difficult structure to support

Current Environment Using Siemens Solutions

- 40 locations connected to the WAN
 - 32 using VOIP platform
- Siemens IP based HiPath 3000 platform
- Centralized management of the switches, plus moves/adds/changes
- Xpressions Unified Messaging
 - Manage fax, email, and voicemail at the desktop
- Siemens HiPath wireless system installed for 14 branch locations and at Corporate
- Wireless solution can be centrally configured and managed for ease of support
- Provides a cost effective and flexible way to enable our customer connectivity using kiosks and their own devices

Current Environment Using Siemens Solutions

- 40 locations connected to the WAN
 - 32 using VOIP platform
- Siemens IP based HiPath 3000 platform
- Centralized management of the switches, plus moves/adds/changes
- Xpressions Unified Messaging
 - Manage fax, email, and voicemail at the desktop
- Siemens HiPath wireless system installed for 14 branch locations and at Corporate
- Wireless solution can be centrally configured and managed for ease of support
- Provides a cost effective and flexible way to enable our customer connectivity using kiosks and their own devices

Benefits of the Project

- Significantly reduced cost –saved \$650,000 in first three years
 - on track with ROI of the project to save \$1 Million in 5 years
- Vastly improved communications between Corporate and the branch locations
 - Consistent dial plan connecting all
 - Consistent voice mail platform
 - Unified messaging at Corporate

Future Plans

- Incorporate a Siemens HiPath 8000
 - Use SIP trunking to lower cost by reducing the number of PRI circuits used
- Streamline the dial plan, allow easier routing of calls and broadcast messaging – improving communications overall
- Expand use of Unified Messaging, look at OpenScape for presence management