CASE STUDY

FROM SETUP TO SUPPORT: HOW PANTERRA STREAMS MET THE COMMUNICATION NEEDS OF NORWICH HOUSING AUTHORITY

Client :
Norwich Housing Authority

Industry:
Local Government

SUMMARY

The City of Norwich Housing Authority was formed in the 1960's. The first employee was hired in 1975. Norwich Housing now owns 102 public housing units and provides rental assistance for lower-income families with the Section 8 Housing Choice Voucher Rental Assistance Program. As a community government entity, they faced communication challenges in managing their services and programs, and they needed a solution that could help them communicate efficiently with their community and employees.

After evaluating different phone system solutions, Norwich Housing Authority selected PanTerra Streams, a cloud-based UCaaS platform that provided a simple setup and ease of use. With PanTerra Streams, they were able to set up four extensions and transfer calls between different users with ease. The platform also allowed them to have emergency options available after office hours by transferring calls to another phone. PanTerra Streams proved to be a cost-effective and reliable solution that fulfilled their communication needs, allowing them to focus on providing quality services and programs to the

PanTerra's Unified Solution included

Phone Systems

Transfer Calls

Emergency Calls

Easy Set Up / Ease Of Use

THE CHALLENGE

Some specific challenges facing local government organizations like Norwich Housing Authority include:

Complex communication channels

Local government organizations often have complex communication channels that can lead to confusion and decreased productivity. These organizations may have multiple departments with different communication tools and protocols that do not integrate, making it challenging to share information and collaborate effectively.

Inadequate remote collaboration

Remote work can lead to communication gaps and decreased collaboration between team members, hindering productivity and resulting in missed deadlines. Local government organizations need a solution that allows them to collaborate remotely with ease, without sacrificing productivity or security.

Slow response times

Customer needs can be urgent, and local government organizations may struggle to respond quickly due to ineffective communication channels or a lack of visibility into customer needs. A solution that provides real-time communication and visibility into customer needs can help local government organizations respond quickly and efficiently.

Siloed communication tools

Local government organizations may be using multiple communication tools that do not integrate, leading to confusion and decreased productivity. A unified communication solution can streamline communication channels and improve collaboration between teams.

High costs and complexity

Maintaining on-premise hardware and software solutions for communication and collaboration needs can be costly and complex. A cloud-based UCaaS solution like PanTerra Streams can provide a cost-effective and easy-to-use alternative that requires minimal maintenance and can scale with the organization's needs.

IMPLEMENTATION

Norwich Housing Authority faced a number of challenges when it came to managing communication and collaboration needs for their small team of employees who were responsible for providing housing assistance to low-income families in the Norwich, Connecticut community. Prior to implementing PanTerra Streams, the housing authority struggled with multiple communication channels that were not integrated, leading to confusion and decreased productivity. In addition, remote work and the inability to quickly respond to customer needs made it difficult for the team to stay on top of their workload and maintain high levels of customer satisfaction.

When evaluating UCaaS solutions, the Norwich Housing Authority looked for a system that was easy to set up and use, and that provided integrated voice, text, chat, and file exchange capabilities. The implementation of PanTerra Streams was a success for the housing authority, with an implementation rating of 10 out of 10. The system was very easy to set up, even for non-tech-savvy individuals like Executive Director Tamara Cobb, and the housing authority was able to quickly switch from their previous provider with minimal downtime. The customer service provided by PanTerra was also highly rated, with no need for support from the vendor after implementation.

USE CASES

Certainly, here are some use case examples of how local government organizations can benefit from using the PanTerra UCaaS platform:

Efficient communication with constituents

Local government organizations can use PanTerra to improve communication channels with their constituents. By providing a single platform for voice, text, chat, and file exchange, local government organizations can streamline communication channels and ensure quick and efficient responses to inquiries and concerns from the public.

Improved remote collaboration

With many government employees working remotely, it's critical for local government organizations to have a communication platform that supports remote collaboration. PanTerra's cloud-based UCaaS platform enables government employees to easily communicate and collaborate from anywhere with an internet connection, which can help increase productivity and efficiency.

Better emergency response

Local government organizations often play a critical role in emergency response situations, and PanTerra can help support those efforts. With PanTerra's ability to quickly transfer calls to other users, local government organizations can ensure that emergency calls are routed to the appropriate parties for a prompt response.

Increased cost savings

Many local government organizations are often operating with limited budgets, making cost-saving measures a top priority. By moving to a cloud-based UCaaS platform like PanTerra, local government organizations can reduce the costs associated with on-premises hardware and software solutions, while also benefiting from increased reliability and scalability. Overall, the PanTerra UCaaS platform can provide local government organizations with the communication tools they need to improve efficiency, increase collaboration, and respond to emergencies effectively, all while reducing costs and improving overall customer satisfaction.

PLANS FOR FUTURE GROWTH

Looking to the future, Norwich Housing Authority is not currently utilizing PanTerra's unified communications features to their full potential but sees opportunities to increase their use in the future. The ability to collaborate and communicate more effectively with other government agencies would help to streamline processes and better serve the needs of the Norwich Connecticut community. Additionally, they could take advantage of the platform's mobile capabilities to enable staff to be more productive while working remotely.

Overall, the experience of Norwich Housing Authority with PanTerra Networks' UCaaS platform showcases the benefits of a cloud-based communications system that can increase productivity, reduce costs, and improve the customer experience. As they continue to explore the platform's capabilities, they may find new ways to optimize their communications and collaboration.

WHY NORWICH HOUSING AUTHORITY CHOSE TO USE PANTERRA

Norwich Housing Authority chose to use PanTerra as their cloud-based UCaaS solution due to several key factors. One of the main reasons was the ease of use and implementation. The review provided by their Executive Director mentioned that it was very easy to set up, even for someone who is not tech-savvy. This indicates that the platform is user-friendly and requires minimal technical expertise to get started, which is a critical factor for many small to medium-sized businesses and local government organizations.

Another key factor that likely influenced Norwich Housing Authority's decision to use PanTerra was the cost savings they experienced. The review mentions that it was cheaper than using other options in their area and they have saved money while not having the problems they had with their previous provider. This indicates that PanTerra's pricing was competitive and provided cost savings for Norwich Housing Authority, which is a critical factor for many small to medium-sized businesses and local government organizations with limited budgets.

Lastly, the reliability of the platform likely played a significant role in the decision-making process. The review mentioned that they have not had the issue with PanTerra that they had with their previous system, which went down frequently. This indicates that the platform is reliable and has high uptime, which is critical for local government organizations that need to be available to their constituents at all times. Overall, Norwich Housing Authority's decision to use PanTerra was likely influenced by the platform's ease of use, cost savings,

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Tamara Cobb
Executive Director
Norwich Housing Authority

IN THE CUSTOMER'S WORDS

Return on Investment

Tamara Cobb, the Executive Director of Norwich Housing Authority, left a glowing review of PanTerra on TrustRadius. She praises PanTerra's ease of use and implementation, saying, "Very easy to set up, and I am definitely not tech-savvy in the least." She notes that PanTerra was cheaper than other options in the area and has been "reliable." The primary use of the platform is as their main phone system with four different extensions, allowing them to transfer calls between users. Tamara also appreciated the fact that calls can be transferred to another phone in case of emergency after office hours.

In the review, Tamara lists several pros of PanTerra, including the easy setup and ease of use. She also notes that the customer service is good. When asked if PanTerra delivers good value for the price, she responds with a resounding "Yes." Tamara did not consider any alternatives to PanTerra and would "buy PanTerra Streams again."

Overall, Tamara's review highlights the value and benefits that PanTerra has brought to Norwich Housing Authority. The ease of use, reliability, and cost-effectiveness of the platform are major selling points for her. She is happy with her decision to choose PanTerra and would recommend it to others.

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"We have saved money and not had the problems we had with the previous provider".

Tamara Cobb
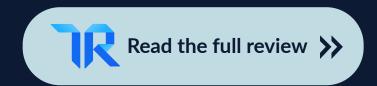Executive Director
Norwich Housing Authority

Pros

Easy Set up

Ease of use

Customer service is good

Read the full review »

CONCLUSION

Norwich Housing Authority faced multiple communication challenges due to using traditional on-premise hardware and software solutions, which led to communication inefficiencies, lack of remote work collaboration, and difficulty in responding to customer needs. PanTerra Networks, a cloud-based UCaaS platform, was selected by the organization as a solution to these challenges, and has proved to be a reliable and cost-effective option.

PanTerra Streams allowed Norwich Housing Authority to integrate multiple communication channels, including voice, text, chat, and file exchange, onto a single platform, leading to increased collaboration, efficiency, and productivity. The platform's ease of use made it accessible to all employees, and its customer service was responsive and supportive. The organization saved money and avoided the problems they faced with their previous provider, making it a valuable investment.

Overall, Norwich Housing Authority has experienced significant benefits from using PanTerra Networks, making it an excellent choice for any local government organization looking to improve their communication and collaboration processes. The bottom line impact of using PanTerra has been increased productivity, streamlined communication, and cost savings, making it a smart investment for any organization looking to improve their operations.

See It For Yourself

Book a Demo

panterranetworks.com