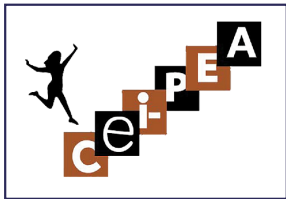**sip iQ**

simple powerful secure

Expanding To Serve More Students

Communications System Without The High Cost

Solution: UnityIQ

CEI-PEA is a New York City-based nonprofit organization that creates successful public schools and educational programs. CEI-PEA's staff of experienced leaders in public education provides hands-on support to improve the skills of teachers and school leaders, increase parent involvement, and channel cultural and academic enrichment programs into schools. CEI-PEA works with more than 220 public schools in the New York City area, as well as schools in Baltimore, Boston, Chicago, Cleveland, Columbus, Paterson (NJ), Philadelphia and Washington, DC.

Challenge

CEI-PEA was in need of expansion and required features of a phone system that would provide, flexibility, reliability and convenience with the goal of keeping costs minimal as a nonprofit organization.

Solution

The sipIQ team delivered a managed phone system with a customer friendly GUI for making changes as needed. A comprehensive voice recognition system was added to the IVR allowing callers to simply say the name of the person they need to speak with while also allowing internal users to do the same.

In addition, an overhead paging system allows users to easily transmit information to the entire office at the click of a button.

Result

The sipIQ solution has proven reliable and convenient. The ability to make changes to the GUI themselves has been a positive experience for the staff, given it's simple and intuitive interface.

The paging feature was added to the system with ease. All aspects of the roll-out, from sales to operations to technical support, went smoothly, and the CEI-PEA operations team was delighted with the competitive costs, with all fees were disclosed upfront.

"Our experience with the sipIQ solution and their fantastic team has been awesome! It was very easy to start using the interface to support ourselves. I would give sipIQ a rating of 99.999% - and a grade of A+"

Joe Eaione, Office of Chief Financial Officer