

FOOD BANK - UCS



Capital Business Systems provides a local Food Bank with a streamlined phone system and local support, giving them the ability to put full focus on what they excel at: **providing food to those in need.**

AT A GLANCE

Areas of Concern

- No local support or service
- User management issues
- Reoccurring issues never being resolved
- Paying for extra, unneeded services

UCS Benefits

- Local support, able to be onsite if needed
- User management through UCS team
- A fully integrated phone system that works
- A catered solution with only the services they need



Elevate is a user friendly, intuitive system to use. My number one priority is customer service and second is functionality and Elevate has both. Additionally, I cannot speak highly enough of the Capital Business Systems team. Implementation was smooth and whenever questions arose, the team was on the phone with me in minutes to explain what/why or fix the issue.

Brooke C.
Executive Admin. Assistant, Food Bank

OBJECTIVES

The Food Bank came from a phone system where it was difficult to get assistance or speak to a human being. The main objective for them switching phone providers was to find a company who could provide excellent local service and support for their organization - and this is exactly what Capital Business Systems did, and continues to do.

SOLUTIONS

Capital Business Systems was able to install 29 handsets and accompanying desktop and mobile apps for the Food Bank. Their internal cloud hosted systems were additionally updated, and users were trained during and after the installation. On an ongoing basis, we provide recommendations and assistance (as needed).

BENEFITS

Local Support

The Capital Business Systems team is able to go onsite if any additional training is needed, or if hardware needs to be inspected.

User Management

Our UCS team manages the users for the Food Bank, relieving them of the administration burden of these tasks.

Fully Integrated Phone System

Elevate from Capital seamlessly integrates all communication tools – desktop phones, mobile phones, and desktop apps – into one manageable solution oriented around the Food Bank's employee's needs and workstyles.

Catered Solution

The Food Bank only pays for the services they need. Support and one phone per license were included with their subscription.