

### New Providence Primitive Baptist Church makes the switch: Saves time and ensures contact with the congregation

For New Providence Primitive Baptist Church, communicating with their congregation regarding delays, weather-related events, death notifications, prayer requests, reminders and other types of messages was never easy. Located in a rural, hilly area, of Tennessee, there are many people in the area that either have dial-up, or do not have the Internet at all, and where cell phone coverage is spotty at best. The best method that the church found to contact their congregation was a voice call to their home phones.

New Providence Primitive Baptist Church previously had used a text message service to send out notifications to its congregation, but due to the spotty cell coverage in the area, there was never any guarantee that the recipients received the message. When they pushed their provider for a voice notification option, they were told that the company was focusing on text messages. That prompted the switch to One Call Now and “we never looked back,” said David Best, IT Director at New Providence Primitive Baptist Church.

Since implementing One Call Now’s web-based system for voice, email and text notifications, New Providence Primitive Baptist Church now sends out messages to its congregation about once a week on average, including event reminders, prayer requests, and more. They have even set up a special phone number and email address they use in conjunction with their One Call Now service so that their congregation has a single location to message back to if they need to.

**“The price we pay to One Call Now is a drop in the bucket compared to the time we have saved,” said David Best. “It helps us ensure that everyone gets the same message. We are beyond satisfied.”**

***When a solution saves a church time and money, it’s a good thing.***

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#### THE CLIENT

*New Providence Primitive Baptist Church, located in Maryville, Tennessee, is part of a 10 church association that traces its roots back to the 1800’s. Considered the trendsetter, when they adopt something, the entire association follows.*

#### THE CHALLENGE

*New Providence Primitive Baptist Church needed a reliable way to contact congregants by phone that would ensure they would be reached despite spotty cell phone coverage and didn’t require deacons to make individual calls.*

#### THE SOLUTION

*New Providence Primitive Baptist Church signed up with One Call Now to notify congregants in routine and emergency situations by voice and text message.*

#### THE RESULTS

*New Providence Primitive Baptist Church:*

- *Quickly reaches its entire congregation through voice, and texts.*
- *Ensures that congregants receive church messages, even when left on their voice mail when they aren’t home or have no signal.*
- *Helped them become more active members of the community through the ability to easily send event reminders and announcements.*