



STREAMLINING COMMUNICATIONS

Government Accountability Project



OSibeyond
CASE STUDY

GAP Implements eXos Unified Communications Solution by OSibeyond

GAP implemented eXos Unified Communications based on Skype for Business, to streamline communications and provide traveling staff the ability to stay connected with the office.

GAP had been using a traditional analog telephone system that was difficult to manage, lacked basic features, and did not provide mobility. The eXos Unified Communication solution provided by **OSibeyond** has resulted in several key benefits:

1. Ease of administration and scalability
2. Enhanced features and mobility
3. Strengthened staff communication and collaboration

“Since we implemented UC, three new employees were hired, and the fact that all I needed to do was call OSI to request new numbers, has been a tremendous help. Our processes have become more streamlined since everything is done remotely and completed in a timely manner.”

- Elizabeth Lamb, Director of Finance, GAP

About GAP

The Government Accountability Project is the nation’s leading whistleblower protection and advocacy organization. A non-partisan public-interest group, GAP litigates whistleblower cases, helps expose wrongdoing to the public, and actively promotes government and corporate accountability. Since 1977, GAP has helped over 6,000 whistleblowers.

Outdated Phone System Caused Difficulty and Frustration For GAP

Elizabeth Lamb, Director of Finance at GAP described the frustrations of the old phone system including difficulty in setting up new extensions or moving staff phones, issues accessing voicemails outside of the office, and the lack of a basic auto attendant feature.

“Whenever we needed to add a new extension or had to move an employee from one office to another, we had to wait until service technicians could come to our office and manually make those changes. When staff worked remotely or were traveling they had issues getting voicemail messages outside of the office. The lack of an auto attendant feature meant someone had to answer the phones and then transfer calls. The system was limited and created a point of frustration.”

- Elizabeth Lamb, Director of Finance, GAP

The Solution

GAP required a solution that would streamline communications and reduce administrative overhead. The **eXos Unified Communications** platform provided by OSIbeyond offered a truly unified and fully integrated solution consisting of a VoIP hosted PBX phone system, web meeting and conferencing solution, instant messaging and collaboration, and integrated email in one single platform.

“The phone system is just better. It works. The intercom is clearer. When someone is calling, it shows up on my desktop and it’s helpful to know exactly who is calling. The user presence feature allows remote staff to take part in weekly meetings, whereas the old phone system lacked the feature set to do that.”

- Elizabeth Lamb, Director of Finance, GAP

The Deployment

The deployment of eXos Unified Communications is relatively easy and does not require significant disruption to the staff or organization.

“The entire process, from the very first meeting to setting the migration date went smoothly. I don’t think there is anything that OSI could have done better. Staff were excited to have a new system in place with enhanced functionality. The training was extremely smooth.”

- Elizabeth Lamb, Director of Finance

OSIbeyond has provided GAP with continuing support for the eXos Unified Communications solution.

GAP Streamlines Communications with OSIBeyond's Platform

Since implementing the eXos Unified Communications solution, GAP has enjoyed an enhanced feature set, ease of making changes to the system, and greater staff collaboration and communication capability.

“Staff’s favorite feature is to be able to know where people are. We’re a relaxed organization, but very bad at communicating...especially when we’re not in the office. The fact that we can see user presence helps staff know if someone is busy or on a call and not to disturb them.”

- Elizabeth Lamb, Director of Finance

In addition, the new system has provided greater mobility for GAP’s staff who travel often and eliminated issues staying connected to the office.

“One employee who travels a lot and is not very computer savvy has not had any issues. He’s always able to get his messages and makes calls when he wants to make them. He’s able to get connected on his laptop and phone. We’ve spent a lot of time in the past to make these things work for him, but with the new solution there have been zero issues since.”

- Elizabeth Lamb, Director of Finance

The single most important reason GAP would recommend the eXos Unified Communication to other nonprofits and associations is because of the “Service Quality “as stated by Elizabeth Lamb.

Need More Information?

Contact OSIBeyond

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