

“Service has always been terrific! We have been able to add and change service when we needed to quickly.”

—Sheila Searfoss, MS, LPC President and Executive Director of Family Facets



www.familyfacets.com

Industry

Family Services

Non-Profit

Socket Services

High-Speed DSL Internet

Web Site and E-mail Hosting

Geographical Locations

Columbia

Sedalia

St. Louis

Marshall

Creve Coeur

Clarksville

Increasing productivity with high-speed Internet and easy office-to-office communication.

Client

Family Facets is a family services organization with the founding belief that all children should have the opportunity to grow up without abuse or neglect. To bring its vision to life, Family Facets offers intensive in-home counseling to Missouri families, including short-term, home-based and crisis intervention. Through Family Facets, families in crisis situations are given an alternative to out-of-home placement of children. In addition, Family Facets assists in returning children to their homes and restoring families. The organization's primary focus is the safety and protection of our Missouri children.

Challenge

Since 1998, Family Facets has doubled in size to 55 employees dispersed throughout the state. Due to the increased growth in employees and service areas, dial-up Internet became inadequate for the organization's needs. With offices in Columbia, Sedalia and St. Louis, Family Facets began having trouble connecting internal servers through multiple Internet providers serving each location.

Solution

Family Facets' primary concern was being able to connect with its numerous employees statewide. President and Executive Director Sheila Searfoss asked Socket to customize a plan that allowed employees and clients to communicate seamlessly via Socket's High-Speed DSL Internet.

Result

By switching each of its offices and numerous employee home offices to Socket's network, Family Facets saw an increase in productivity. Working with experienced Socket technicians has given Searfoss peace of mind. Now employees can report back without concern of whether or not their service will work. Family Facets continues its work efficiently and confidently, because Socket provides employees with a reliable and secure connection at an affordable price. They can now focus all their attention on the children of Missouri.