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Industry

Non-Profit

Socket Services

12 phone lines

PRI circuit

Metro calling

Geographical Location

St. Peters

Community Living, Inc.

Socket helps non-profit group reach its goals by offering affordable phone service.

Client

Community Living is a non-profit agency located in St. Peters, MO, dedicated to providing life-enriching services to people with physical and mental disabilities since 1978. Its 187 employees provide support services to over 350 people in the St. Charles area. The agency offers programs and resources to assist people in becoming active, contributing members of their local communities and families.

Challenge

As a non-profit organization, Community Living has an obligation to make sure all finances, no matter how small, are spent wisely. Community Living has set a high standard by valuing objectivity in all aspects of agency operation, practicing good stewardship of public funds and operating by a strict set of standards designed to ensure quality fiscal management. These efforts paid off in 2007, when Community Living met all 20 BBB Standards for Charity Accountability.

“Socket’s prices are competitive, and their customer service is very good. If there happens to be a problem, Socket’s tech support agents are relentless about getting it fixed.”

– JOHN DITCH, IT MANAGER, COMMUNITY LIVING

Solution

When the good people at Community Living realized they could save a bundle each month by switching their phone service to Socket, the transition made sense from a practical, financial standpoint. Socket made the transition easy by providing improved customer service at a discounted price. Socket also offered increased features and services that immediately proved to be very beneficial. For example, Socket’s inbound caller ID has been ideal for updating and maintaining Community Living’s call log.

Result

The transition to Socket’s phone service went practically unnoticed to Community Living employees. Now, they no longer waste time clarifying phone bills or waiting on hold, but instead enjoy the security and reliability Socket’s people provide. Plus, a Socket representative is only a quick phone call away. Most importantly, eliminating network hassles over the phone has allowed Community Living to donate even more time and resources towards fulfilling its mission of enriching the lives of people with disabilities.

800.SOCKET.3 : socket.net

