



Helping the Community with Jive Hosted VoIP.



Legal Aid of Arkansas is a local nonprofit organization that provides free legal services to low-income Arkansans. The firm provides advice and representation for legal issues involving family law, consumer law, tenant law and many other non-criminal matters. When economic or social circumstances make courts accessible only to the wealthy, Legal Aid of Arkansas steps in to protect the dignity of their clients and the integrity of the judicial system.

Increasing competition for a limited pool of charitable funds is pushing many nonprofits into revenue-generating activity and consolidation of operations. Building sustainable businesses is never easy, and nonprofits face significant challenges in combining social impact with business success. Leaders of these organizations are responsible to ensure their organization is able to assist its community well into the future. Visionary nonprofit organizations are turning to advanced IP communications as a way to cut costs and increase employee and volunteer productivity.

Name:

Legal Aid of Arkansas

Industry:

Nonprofit, 501(c)3

Locations:

Jonesboro, AR

14 Satellite Locations

Issues:

Need PBX scalability for an expanding operation. Multiple corporate office locations. Advanced call routing/queuing requirements.

Results:

Simple, fast scalability with Jive Hosted VoIP. Easily manage multiple offices, Call Queues, and Auto Attendants. Reduced monthly fees for nonprofits.

Legal Aid of Arkansas Uses Jive to Connect Advocates and Prospective Clients.

Teaming with other nonprofits, Legal Aid of Arkansas closed more than 13,000 cases for low-income individuals in 2010. Even with the support of many pro bono attorneys and volunteers, their case load is staggering.

The Need for Legal Aid

Andrea Walker is the Helpline Managing Attorney at Legal Aid of Arkansas (LAA) located in Jonesboro, Arkansas. Andrea, along with a team of dedicated staff and volunteer attorneys work diligently to administer legal aid to low-income clients.

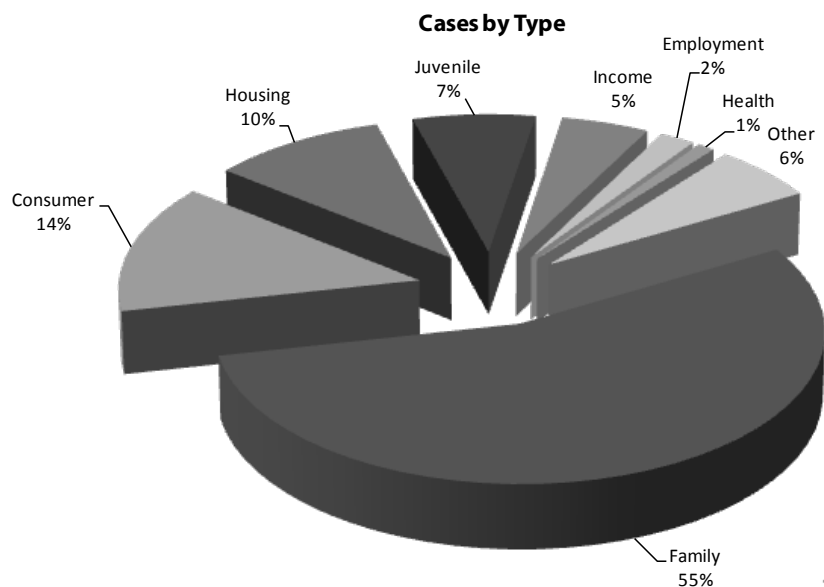
One of the most challenging aspects of legal aid work is to increase the impact of limited funds to provide help to as many people as possible.

Operational costs for LAA, which include both telephony and technology services, comprise almost 20% of the total annual budget.

“The work of legal aid secures tangible income benefits for people who are living on the edge economically and protects their housing, health, education, and employment.”

Andrea realizes the importance of employing the creative use of resources and innovative solutions to effectively stretch their dollars.

“Legal Aid of Arkansas provided assistance for more than 36,000 clients and family members recovering more than \$3.1 million in damages. The majority of cases involve assisting families.”



Jive to the Rescue

Legal Aid of Arkansas selected Jive Communications several years ago to meet their complicated telephone system requirements. Jive has easily scaled to meet the needs of LAA's expanding operations. Even with several sites, LAA has their calls to route seamlessly regardless of geographic location.

"We consider ourselves one law firm with 14 locations," says Andrea.

"What's easier than easier than dialing a 4-digit extension and reaching a co-worker or your dedicated workgroup conference bridge?"

LAA also opened 5 additional satellite locations this year. Employees were able to keep their same extension, even when they moved across the state. Jive enabled LAA to keep their costs down while not sacrificing important features that allow the organization to run smoothly.

Andrea also utilizes the Call Queues functionality provided by Jive Hosted VoIP. LAA has 4 separate Call Queues for their Advocates. These queues route callers based on language, time in queue, geographic location, and other custom factors. Advocates can be logged into one or multiple queues simultaneously, ensuring that each call is answered by the appropriate representative as quickly as possible.

Multiple Queues, Auto Attendants, and many other advanced PBX features come standard with Jive Hosted VoIP at no additional cost.



Jive Hosted VoIP Overview

Jive provides customized Hosted VoIP solutions to businesses and organizations worldwide. Jive Hosted VoIP packages include:

- Unlimited Calling
- Advanced Voicemail
- U.S. Technical Support
- Call Analytics
- Auto Attendants
- Call Queues
- Ring Groups
- Find-Me Follow-Me
- Corporate Directories
- Call Recording
- And Much More....

Jive Hosted VoIP is a fully-managed, cloud-based service, offering the highest in voice quality and reliability.

"Jive allows us to expand to new locations very quickly. In fact, we don't even worry about the phone system being able to handle our size. We just move forward and they've been ready to scale every time."

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