

Swyx Press Releases

Church converts to Unified Communications

New Testament Church of God to deploy IP based communications network across 108 sites to save costs and improve accessibility to its centralised national administration, members and the general public.

London, 25.11.2008 - Swyx a market-leading vendor of Unified Communications for SMEs has been selected by The New Testament Church of God (NTCG) to supply its SwyxWare Unified Communications solution at its headquarters in Northampton and for eventual roll-out to all its 108 churches and mission throughout England and Wales.

NTCG National Secretary & Treasurer, The Reverend Louis McLeod said, "The church prides itself on being an organisation that is open and accessible to all its members and followers, however we recognised that our incumbent telephony system was holding the organisation back from achieving these objectives. The Swyx solution will meet all our future operating criteria including the ability to manage our entire communications network as a single entity and from a central point. We aim to achieve a massive reduction in line and calling costs, and all Church ministers, regardless of their location will have access to a converged communications network."

The solution was implemented by authorised Swyx reseller Shiva Technology.

McLeod adds, "To prove the system's ability to connect to other churches Shiva first integrated our Education Centre which is based a few miles away from our Headquarters. Previously this was on a separate number, but is now on the same system so that all calls can be seamlessly transferred between the two buildings. And of course all the calls are now free!"

"Already we have seen our costs at head office drop by over 50% and are currently rolling out SwyxWare to our 25 district churches. Six months after this is completed we plan to expand the system at all 108 locations, with the district churches acting as local hubs and providing local support to the branches. We anticipate that the improved communications the system offers for an individual branch church will foster much closer communication with other local churches, their community and head office improving accessibility to members everywhere. Our initial calculations also predict major financial benefits for the Church as the costs of calls and line rentals are reduced throughout the organisation."

According to McLeod these are the key benefits the new system has delivered:

- Significantly reduced the overall telecommunications costs as the Church no longer needs to pay for multiple line rental and traditional system service/maintenance charges
- 'Never miss a call' – call recording for messages and electronic filing of voice mails, voicemail/email integration.
- All churches and missions will become integrated into a single NTCG network significantly reducing costs (free calls between sites) and improving inter-church and head office communication.
- IVR (interactive voice response) has removed the need for a receptionist at head office
- New telephony-based fund-raising services can be introduced

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