



CLIENT: Jersey College
EMPLOYEES: 350
LOCATIONS: 5
SAVINGS: 40% a year
PLATFORM: Office Enterprise Plan

“ I don't have to worry about dropped calls or unclear service, it gives me peace of mind. ”

– Collette Gargiulo, Campus Director

CUSTOMER OVERVIEW

Jersey College is a nationally accredited institution offering Professional and Practical Nursing Programs. With five campuses between New Jersey and Florida, their mission is to bridge the labor gap occurring in demand occupations and to train competent professionals who are well-prepared to enter the job market. With simulation facilities, flexible schedules, and multiple programs, Jersey College is making nursing education accessible to a diverse student body. They currently have more than 1,800 students, and with innovative simulation labs and knowledgeable faculty, Jersey College helps prepare these students for real work in the medical field.

DILEMMA

Jersey College had been using VoIP for three years prior to switching to Nextiva. In 2014, they decided to explore alternative providers to control rising costs. The key criteria in the investigation for an alternative provider were quality of service and cost. They needed a reliable and cost-effective system. There are always calls coming in and out, and it is vital that the phones are working at all times.

IN A NUTSHELL

Jersey College is a nationally accredited institution offering Professional and Practical Nursing Programs with five campuses between New Jersey and Florida. Jersey College had been using VoIP for three years prior to switching to Nextiva. Due to rising costs with their previous provider, they started to research other communications options. Most of the research for a new company was done online,

RESOLUTION

Most of the research for a new company was done online, and Jersey College ended up choosing Nextiva based on its reliable service, pricing, customer service, and ease of implementation.

Because they already had a VoIP system, Jersey College was able to continue using their existing phones, which was a big upfront cost savings. The process of porting their phone numbers over to Nextiva was seamless, and then they worked on provisioning their phones. The Jersey College team experienced excellent customer service from the Nextiva Support team during their system setup and have been happy with the service from the start.

Having five campuses across the country used to cause difficulties with communication, but now they have a streamlined system. When all campuses need to be involved in a discussion, they utilize their conference lines, which they have found to be crystal clear and easy to use. And transferring is also easy, sending callers to other campuses with a quick push of a button. By switching to Nextiva, Jersey College saves roughly 40% on their monthly bill.

and Jersey College ended up choosing Nextiva based on its reliable service, pricing, customer service, and ease of implementation. The Jersey College team experienced excellent customer service from the Nextiva Support team during their system setup and have been happy with the service from the start. By switching to Nextiva, Jersey College saves roughly 40% on their monthly bill.