



Local First ARIZONA



CLIENT: Local First Arizona
EMPLOYEES: 30
MEMBERS: 3,000
PLATFORM: Enterprise Account
♥ FEATURES: Voicemail to Email, Virtual Extensions

CUSTOMER OVERVIEW

Local First Arizona is a non-profit coalition of local businesses in Arizona, dedicated to encouraging long-term economic development in the state through educating citizens about the importance of investing in locally-owned businesses. Started in 2003, Local First has grown into the largest association of local businesses in the United States with almost 3,000 members.

DILEMMA

Local First needs to keep up with the fast-paced world of their members. The nature of Local First is very remote. Between events and visiting partners, employees are always on the go. More employees needed extensions and access to their phones while away from their desks, which they couldn't get from the provider they were using. Because of the nature of their business, they also were seeking out a local communications provider in order to support the Arizona economy.

IN A NUTSHELL

Local First Arizona is a non-profit that works with almost 3,000 businesses in the state. They needed to keep up with this high-paced world, but were struggling because their previous communications provider was not able to set up call forwarding to cell phones, in addition to other features. Nextiva stepped in and they were set up with

“ Nextiva’s employees were extremely helpful, the entire process was easy. ”

– Thomas Barr, Director of Operations

RESOLUTION

After making the decision to switch to Nextiva, the team at Local First Arizona was set up and running within 10 days, including porting their phone number. It was a smooth and simple process, and the staff became comfortable with the system very quickly. The Nextiva technicians worked to have the entire system configured in no time, from hardware, to extensions, to voicemail to email.

Each employee has their own extension through the auto attendant, and they are able to take these calls from their desk or cell phone. In addition to receiving Amazing Service with Nextiva, they have also saved money by switching service providers, while gaining additional features.

In just two years, the non-profit has gone from having 7 employees to 20 full-time employees and 5-10 interns at any one time, and they expect this expansion to continue. As Local First Arizona continues to grow, their communications system with Nextiva will grow with them. Nextiva is able to easily add more extensions and adjust their plan to fit the changing needs of the organization.

the new system featuring an auto attendant, call forwarding, voicemail to email, and more in just 10 days! In addition to saving money by switching providers, they also are benefiting from additional features and higher quality sound than they have ever experienced.