

CHAMPLAIN HOUSING TRUST



CELEBRATING 25 YEARS

About Champlain Housing Trust

The Champlain Housing Trust is a community land trust that supports strong, vital communities in northwest Vermont through the development and stewardship of permanently affordable homes and associated community assets.

Real People

Champlain Housing Trust needed a cost-effective voice solution that offered simple administration and provisioning tools.

Real Networks

Champlain Housing Trust selected ADTRAN's NetVanta 7100 to ease provisioning and enable advanced features such as interoffice dialing, voicemail, call forwarding and call transferring.

Real Value

By switching from an aging Centrex solution to the NetVanta 7100, Champlain Housing Trust reduced its phone bills by half.

ADTRAN[®]

Smart Solutions for a Connected World.

Real People. Real Networks. Real Value.

NetVanta 7100 Lets Non-Profit Cut Phone Bills in Half

The Champlain Housing Trust in Burlington, Vermont, is one of Vermont's premier non-profit housing organizations. With a staff of over 65 people, this organization works in communities in northwestern Vermont through the development of affordable housing through the management and development of affordable homeownership and multi-family housing. What it lacked, though, was a phone system that could support its growing team on a limited budget.

Provisioning with Ease

Burlington Community Land Trust and Lake Champlain Housing Development Corporation were each founded by the City of Burlington, Vermont in 1984 to provide affordable, safe, and decent housing to families and individuals with low to moderate incomes. As geographic territory, services, and funding sources increasingly overlapped, the two organizations decided to combine their assets and resources becoming the Champlain Housing Trust. In 2006, the merger was complete, but the joint organization was spread between two buildings and was saddled with over 50 individual phone lines and enormous monthly phone bills thanks to an antiquated carrier-based Centrex phone system, which was shared by other organizations in the same building. "I just called it a mess," said Tiana Hartmann, IT administrator for Champlain Housing Trust. "If I wanted to add a new line, I had to go outside the Centrex. Our costs were out of control."

Employees scattered between two buildings often had to dial internal extensions or outside numbers to reach each other which created confusion. When the trust moved into a new building, Hartmann jumped at the opportunity to break ties with the old Centrex and "start fresh and clean," she said. She wanted a simple,



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Tiana Hartmann
IT Administrator
Champlain Housing Trust

affordable solution that would allow employees to reach each other quickly and easily, and allow her to efficiently provision new phone lines without calling in a service provider.

Going Above and Beyond

After sending out a request for proposal to a number of telecommunications solutions providers, Hartmann found Kaleidoscope Communications, which introduced her to ADTRAN's NetVanta 7100 IP communication platform.



NetVanta 7100

The NetVanta 7100 is an all-in-one, Office in a Box that provides a complete voice and data solution in a single platform and is the ideal solution for businesses that have up to 100 stations at each location.

Multiple NetVanta 7100s at separate locations can be linked together to create an efficient networking solution for small to medium-size businesses with remote locations. Today, the Champlain Housing Trust has one NetVanta 7100 at its main location in Burlington and a second NetVanta 7100 at a remote office in St. Albans, Vermont. In addition, the non-profit has a third smaller location in St. Albans where one maintenance worker is connected to the network via an ADTRAN softphone.

Not only did the NetVanta 7100 meet the basic needs of this organization, it went above and beyond by enabling the easy interconnection of all the non-profit's remote locations. In addition, it offered the trust a number of innovative, next-generation features for a lower price point than competing solutions, including multi-level auto-attendant, advanced voice mail, virtual lines, easy call forwarding and transferring, a Web-based interface for adding and moving lines, and effortless admin tools. Should the trust continue growing, the NetVanta 7100 is scalable up to 100 users, which protects their investment well into the future.

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The NetVanta 7100 has been a welcome addition to the Champlain Housing Trust. Not only have its phone bills reduced by half, but Hartmann's hours have gone

from 60-70 hours per week to a more normal schedule, and she's learning on the job," she said. Plus, adding or moving a line is no longer the "mess" that it used to be for Hartmann. "Now, it's plug and play," she said. "If someone wants to move their phone, they can just move it."

Upgrading with Ease

While today the Champlain Housing Trust still relies on the PSTN for inter-office voice communications, eventually, the non-profit plans to connect the Burlington and St. Albans offices via a VPN or the Internet with MPLS, according to Hartmann. The NetVanta 7100's features and functionality will ensure voice service continuity and quality going forward, in addition to the ability to support native SIP trunking in the future.

Today, the Champlain Housing Trust can rest easy knowing that all of ADTRAN's solutions are backed by an industry-leading 5-year warranty, outstanding support services and free software upgrades—a key feature notes David McBride, Network Consultant for Caleidoscope. "If the software gets improved on the ADTRAN side, it's automatically given to the users at no cost. Other vendors charge for upgrades," he said. "This feature keeps users evergreen with the most robust software available."

Featured Solutions

NetVanta 7100

ADTRAN delivers industry leading technical innovation with the NetVanta 7100 by integrating all the voice and data networking functions into a single box, and is designed to be the ideal solution for businesses that have up to 100 stations at each location.



About Caleidoscope Communications

Caleidoscope Communications is a full-service telecommunications solution provider that assists in the selection of economical Internet, voice, and data products and appropriate hardware.



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