

St. Vincent de Paul

More than a Thrift Store



Background

The National Society of St. Vincent de Paul (St. Vinny's) is made up of "women and men who seek their personal holiness through works of charity." In the North Idaho local organization, Executive Director Jeff Conroy oversees 103 employees who provided 27,500 individual services to 3,637 individual people in need last year alone. The agency operates with a larger annual budget and staff than many for-profit companies in the area.

As part of their mission and goal, the St. Vinny's team works every day to help the general public see them as more than only a thrift store. "Most people don't realize we actually offer 82 different services, and have 315 housing units. The store is certainly an important aspect of our charity, but our case management services, housing units, and direct assistance donations make up a huge part of our work," Conroy stated. St. Vinny's uses a creative and extensive social media approach to driving awareness for their services, and they can tie active social media activity to increased donations, awareness, and participation for both their supporters and their clients.

Challenges

As this large and still growing non-profit was expanding and offering additional services, Conroy found himself facing multiple technology issues that were hampering mission critical activities. "We were increasingly dropping phone calls between buildings that were only two blocks apart," he said. "This caused us to lose credit card transactions, frustrate customers, and ultimately pay for non-functional service."

Additionally, consistent internet outages were proving to be very costly. "I have marketing content front loaded for up to 2 weeks that needs to be pushed out at certain times. If our Internet goes down we see a drop in attendance, awareness, and donations. With Federal funding stresses, and HUD dollars declining, staying nimble is key," Conroy continued.

Industry: Non-Profit
Intermax Customer Since: 2015

St. Vincent de Paul helps others help themselves by providing programs and assistance to the community and empowering those in need to become independent. St. Vincent de Paul employs 103 workers, offers 82 different services, and assists over 27,000 people per year.

Highlights:

Dropped phone calls and credit card transactions decreased dramatically thanks to fiber optic connections tightening up their connectivity.

Got the assistance and customer service they needed, when they needed it. No longer had to wait to talk to a live body.

Were able to connect with all of their rural locations throughout North Idaho with a bullet proof VoIP connection.



Solution

Conroy and his team began to review different phone and internet vendors. In his search he was looking for a few things: Fiber Optics, reliability, and local customer service. "In the end Intermax was the clear cut choice in every category," said Conroy. By implementing Fiber Optic Internet connections, Digital VoIP phone service, and private branch exchange (PBX) handsets, they were able to streamline and tighten up day to day communications – all while not increasing their technology budget. Intermax finally connected him to his more rural locations on the same telecommunications network backbone.

Additionally, SVdP installed a new Firewall at their border managed by Intermax to increase their cyber-security, ensure better privacy and protect against viruses and malware for a network that does get extensive client use to outside connections.

Results

"We are no longer dropping calls or losing credit card transactions," Conroy reports. "We now have one call to make for any questions in terms of training or support. I love getting a live body on the line when I call, and immediately getting questions answered", Conroy concluded.

Being a non-profit means adapting quickly and changing services according to immediate need. With Intermax's flexible tools and technology solutions he is able to make the instantaneous changes needed for managing such a large operation. Being connected to Fiber has meant no downtime, sufficient bandwidth, functional phones, and the SVdP team getting back to doing the work they need to do, efficiently and without frustration.

Using the web to drive more donations and bring more awareness to SVdP's mission, due to increased reliability on their online presence, was a direct result of his new bulletproof network.

"With Intermax I have complete confidence that we will continue to run smoothly because the Internet is fast and it works," said Jeff. Should anything happen that requires Jeff to reach out, he knows that with Intermax, anything he needs is simply one call away. Most important - instead of spending valuable time working to fix telecommunications problems, they are back to spending their time providing the thousands of dedicated works of charity that helps hold our community together.

"When we decided to go with Intermax, we didn't just get Fiber, Voice, and phones... We got reliability, and peace of mind."

- JEFF CONROY

"I would tell other businesspeople about Intermax's quick, professional, friendly service, and all around fantastic products and services."

- JEFF CONROY



Intermax Networks has built the largest independent fiber and private microwave data network in North Idaho. We provide internet, digital phone, transport connections and Point-to-Point circuits connecting North Idaho to places all across Idaho and the Northwest. Intermax supplies more than 2,500 customers with service on a monthly basis, from individual residences to major infrastructure connections for business, government health care and schools.

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