

CUSTOMER SNAPSHOT

Youth Dynamics, Inc., Adopts Managed Office Essentials Across Multiple Sites



“We chose CenturyLink because they were able to bring our statewide voice and data service under one umbrella as a managed service while lowering our costs and setting us up to achieve even more using the game-changing productivity and video capabilities enabled by our powerful new network.”

Vicki Lapp IT Manager, Youth Dynamics, Inc.

Youth Dynamics, Inc., a nonprofit mental and behavioral health services agency located in Montana, provides a range of therapies and treatments, education services and compassionate foster care for youth (ages 0-18) and their families.

Hundreds of Montana’s rural and frontier communities rely on Youth Dynamics’s 500 employees and 32 locations to treat young people who are diagnosed as severely emotionally disturbed. Staying in touch is mission-critical for a geographically distributed team, making quality phone service a must.

To reach all the remote locations, Youth Dynamics used several providers ranging from national carriers to cable companies and local telcos. The patchwork approach proved costly and introduced performance and reliability issues into the service. It also was inefficient because the staff never knew which carrier to call for support during service outages, which resulted in frustration and productivity losses.

Youth Dynamics wanted to consolidate its voice and Internet service with one statewide provider to improve efficiency, performance and reliability compared to working with an assortment of service providers — and the accompanying jumble of aging analog phone systems the agency accumulated as it had added new locations. Better, faster connections at each location, no matter how remote, were a top priority for Youth Dynamics along with cost transparency, cost savings, round-the-clock customer support and data security to maintain client confidentiality as an utmost priority as well as comply with HIPAA and other regulations. In addition, the nonprofit sought a converged voice and data IP network to “future-proof” its IT strategy and open the door for advanced video collaboration and mobility services.

Challenge

- Consolidate voice and Internet provider contracts under one provider across all 21 locations
- Converge, voice and data service on a reliable, high-speed network
- Reduce costs
- Simplify administration, with 24/7 tech support

Solution

- Shift all sites to CenturyLink's Managed Office Essentials for voice and data service over a high-speed fiber optic network.
- Equipment parity at all 21 locations with cloud-based features such as voicemail, administration portal

Results

Youth Dynamics reduced its operating costs with the new, fully managed solution for both voice and data. The managed service also eliminated hidden capital costs of future software upgrades.

End-to-end management from CenturyLink also freed the IT manager for strategic technology projects. She was unburdened from juggling multiple provider contracts and tech support teams. For a small team in the nonprofit world, freeing time and resources to spend on new ideas was a big productivity boost.

Youth Dynamics' employees throughout the state increased their efficiency with Hosted VoIP features including the Outlook toolbar, easy voicemail management, call routing and more. Staying connected and coordinating patient care became easier as the phone system became more reliable and simpler to use.

Future Plans

New mobility features and live video conferencing capabilities will position Youth Dynamics for future successes collaborating more effectively and delivering services remotely. The added network bandwidth is a strong foundation to support the agency as it grows, opens new locations and increases its data use in the months and years ahead.

"With 30 years of experience, the skilled and compassionate team at Youth Dynamics has helped thousands of young people address problem behaviors and realize their full potential and live happy, healthy lives," said Vicki Lapp, IT Manager, Youth Dynamics, Inc. "We chose CenturyLink because they were able to bring our statewide voice and data service under one umbrella as a managed service while lowering our costs and setting us up to achieve even more using the game-changing productivity and video capabilities enabled by our powerful new network."

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