



# Case Study: *Diocese Of San Bernardino*





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### The Customer:

The Diocese of San Bernardino serves the Catholic population of Southeastern California with 93 churches, 30 schools, and 12 missions. Their facilities are scattered across 27,000 square miles, much of it in the desert east of Los Angeles. The ability to communicate clearly and reliably is of the utmost importance to the Diocese, which must effectively manage so many locations distributed across such a large area.

### The Problem:

Every one of the Diocese's locations used its own unique telephone system, all of which were connected to the public-switched telephone network (PSTN) and increasingly outdated. It was extremely expensive for the Diocese to operate their phone system, and the financial burden was beginning to put a severe strain on the non-profit organization.

According to Dale Jonasson, Director of Information Services for the Diocese, "Being a non-profit that is dependent on the offerings of our parishioners, we realized that we needed to be very cost conscious." Jonasson decided to look into IP telephony as a replacement for the Diocese's ad-hoc network of T1 and PSTN lines, due to the potential for cost savings.



Jonasson added IP connectivity to the Diocese's existing PBX on a trial basis, using the existing PBX vendor's IP solution. The hope was that the IP add-on would lower monthly communications costs with minimal capital expenditure. During the evaluation period, the Diocese experienced poor call quality and saw essentially no cost savings. The project was put on hold indefinitely.

### Star2Star Unites This Large Diocese - and Saves Money, Too.

This diocese is spread over an area the size of West Virginia. Star2Star helps keep their far-flung schools and churches connected.

### The Solution:

In early 2011, Jonasson met with a local Star2Star reseller. The reseller studied the Diocese's phone bill and technical requirements. He showed Jonasson that a Star2Star system would not only satisfy all of the Diocese's communications needs, but also save them nearly 50% on their \$5,500 monthly telephone costs.

Jonasson solicited additional bids for IP-based phone systems from two competing vendors. Both alternatives proved significantly more expensive than Star2Star, and neither did anything to reduce the Pastoral Center's phone bill.

Jonasson was impressed. "We reviewed it with our CFO, and it made sense for us to make the investment so that we could have the cost savings going forward," he said. For the initial installation, the Diocese installed Star2Star systems at the Pastoral Center, one church, and two schools.

### The Results:

The installation has been a huge success. Based on the savings from the Pastoral Center alone, the Diocese will see a 100% return on their investment in just 42 months. Star2Star has been so successful at helping the Diocese that 9 additional parishes and schools are now using Star2Star, and several more are planning to make the switch in the near future as their existing contracts expire. The Pastoral Center currently uses 23 lines, and the other locations use between 2 and 4 lines.

In addition to the cost savings, switching to Star2Star has provided numerous advantages:

- The Pastoral Center and all of the remote locations can now call one another using 5-digit dialing. There is no charge for such calls, most of which were previously handled as 10-digit intrastate toll calls.
- Key personnel never miss a call, thanks to Star2Star's innovative Find Me/Follow-Me call routing.
- The unified Star2Star system provides unlimited conference calling and voice mail (with email and SMS notification) to all users at all locations.
- The entire system can be administered from any web browser, anywhere.
- Additional locations can be easily added to the Star2Star system as budget allows.
- Star2Star's outstanding disaster recovery options provide operational continuity in the event of a power or Internet outage, equipment failure, or other disaster.
- Star2Star's ability to provide multiple automated attendants with multiple languages has greatly benefited the diocese, as most of the parishes support multilingual congregations. The Diocese can present information in different languages and prepare different greetings for different church events and seasons.



#### About Star2Star:

Founded in 2006 in Sarasota, Florida, Star2Star Communications delivers the World's Most Complete and Scalable Cloud Communications Solution. Star2Star unifies customers' voice, video, fax, instant messaging and presence management into a single, easy-to-use system. Star2Star's award-winning, patent-pending Constellation™ technology overcomes the reliability and quality limitations of other communications technologies.

In the past three years, Star2Star was named to the Forbes Most Promising Companies list, the Deloitte Technology Fast 500 twice, and the Inc. 500|5000 three times. Star2Star also recently received Inc. Magazine's Hire Power Award honoring the top private business job creators in the country.

Star2Star Communications solutions are sold through a diversified network of partners that include distributors, master agents, managed service providers and certified installing dealers. Available across North America, Star2Star systems are installed in hundreds of thousands of businesses, including large national chains with multi-location communications footprints.



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