

CASE STUDY

From Disruption to Connection

The Story of St. John's Episcopal Church & School

How a Communication Crisis Became an Opportunity for Better Connection and Support

St. John's Episcopal Church and School in Olney, Maryland, faced a significant challenge when their traditional phone systems broke down right before Christmas. This case study shares how ACC Telecom helped them switch to a 3CX VoIP phone system that covered their entire 8.5-acre campus. The result? A fully integrated phone system that significantly improved communication and established a long-term partnership between the church and ACC Telecom.

Introduction

St. John's Episcopal Church is a place of worship and an educational center with a thriving K-8 school. Given its wide range of community services and programs, a reliable communication system is a must.

Their Challenges

However, in 2019, their traditional phone network—often referred to as POTS (Plain Old Telephone Service)—failed them just when they needed it most, leaving them without the ability to make phone calls.

Here's what they were up against:



Immediate Need for Replacement

Since the failure happened just before the Christmas holiday, the church was forced to transition to a VoIP system on incredibly short notice to avoid disrupting services for both the church and the school.



Large Facility Coverage

With 50,000 square feet to think about, they needed reliable, top-tier connectivity everywhere.



Initial Disconnection Issues

The church side of St. John's campus was initially disconnected from the main phone system due to a 2-year contract with Verizon, which resulted in frustration and poor service experiences overall.



Bradley Child, Director of Facilities for St. John's, led the search for a new telecom provider, evaluating multiple options, including Cisco and Verizon. After several rounds of thorough vetting of VoIP for churches – and suffering through a horrible two-year contract with Verizon – he selected ACC Telecom because they were the only VoIP service provider that offered the solutions he wanted and the customer support he needed.



The ACC Telecom Solution

The ACC Telecom Team jumped in with both feet, working diligently to get St. John's communication not just back online but better than ever. Their solution involved:

- 1 Installation of a 3CX Phone System:** A modern VoIP system was installed to replace the old copper system, providing reliable communication capabilities via VoIP calls.
- 2 Expansion of Wireless Network:** Over 35 phones were integrated across the campus, ensuring each part of the facility was covered and connected.
- 3 Seamless Integration:** After addressing the initial connectivity issues, ACC Telecom integrated the church's phone system with the main campus, overcoming the previous shortcomings of other providers.
- 4 Swift Implementation:** The installation, integration, and activation of their entire system were completed within a week—during the holidays—minimizing downtime and guaranteeing service continuity for both the church and the school.

Throughout the process, ACC Telecom was responsive and supportive, offering assistance during holidays and off-hours, which helped make the transition even smoother for the staff at St. John's. In Bradley's words, ***"They pick up the phone when you call...and they're not going to leave until they're done."***

And the results of their work have been nothing short of transformative.

The Results

With ACC Telecom at the wheel of their communications, St. John's Episcopal Church experienced all kinds of benefits:

- ✓ **Improved Phone Performance:** There have been noticeable improvements in phone system performance and coverage, making communication easier for both staff and the community.
- ✓ **Better Communication Tools:** The 3CX platform's mobile integration and VoIP features allow the church to communicate more effectively and flexibly than ever before.
- ✓ **Top-Tier Support:** The church is especially happy with ACC Telecom's outstanding customer service. Bradley has a direct line to key team members, making it easy to get quick answers or help when needed.

The experience with ACC Telecom's phone system was so positive that St. John's turned to ACC Telecom for more services, including structured cabling and an integrated security system with key fob access and surveillance cameras, managed with the same high level of service.

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If my cameras went down right now, I'd make one phone call. I'd get Holly or Daniel, and we'd talk it through. They're my first call and my only go-to for communication solutions because they take the time to get to know you and take the time to do everything right.

Bradley Child, Director of Facilities

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Future Plans

Since ACC Telecom won the bid on St. John's communication services, the church never looked back. In fact, they plan to explore more VoIP features that can help them make the most of both their phone and security systems. Thanks to the solid foundation built by ACC Telecom, the church can face the future with confidence, knowing their communications can handle anything that comes their way.

Ready to get the solutions you need and the support you deserve?

GET STARTED TODAY!

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