DigitalPhone.io in the Community: Helping the Interactive Resource Center Fight Against Homelessness

DigitalPhone.io a member of Friends Extreme Nonprofit Makeover in the Community help the Interactive Resource Center Fight Against Homelessnesswith technology

GREENSBORO, NC, USA, September 24, 2018 /EINPresswire.com/ -- Since we launched our company almost 20 years ago, one of our guiding principles has been to give back to our community. It is very rewarding to know that we are making a positive difference in people's lives — one that will have a profound impact on their future, and the future of their family.

Interactive Resource Center

DigitalPhone.io

Recently, we had the opportunity to give back and make a difference by helping the Interactive Resource Center (IRC), which is a 501(c)(3) nonprofit organization based in Greensboro, NC. The IRC provides provide a wide range of services that help individuals experiencing homelessness reconnect with their lives and with the community at large, so they can take an active and positive role in progressing towards a life without homelessness. The work that the incredible staff and volunteers at the IRC do each day is nothing short of remarkable. They are not just changing lives, in many cases they are saving them, too.

> "
> We are happy to help the Interactive Resource Center (IRC) to bring them new digital phone technology that allows them to better serve the needs of the homeless. "
> *Nicky Smith, President, DigitalPhone.io*

Our work for the IRC was facilitated through the TechTriad & Friends Extreme Nonprofit Makeover program, which each year awards a 501(c)(3) nonprofit organization with a technology-led overhaul that is carried out by select vendors who agree to offer their products and services at cost, below cost, and through in-kind donations. DigitalPhone.io's founder and CEO Nicky Smith has been a proud member of the TechTriad Extreme Nonprofit Makeover team since 2013.

In terms of our specific contribution, our team worked closely with IRC to:

Design, configure, deploy, and optimize an advanced new telecommunications infrastructure, which not only supports the IRC's new state-of-the-art VoIP phone system, but puts them in great position to enhance and adapt their infrastructure into the future. They are set up for continued success!

- Install advanced (but very easy to use!) IP phones, that allow IRC staff, volunteers and clients

take full advantage of their new VoIP phone system.

- Provide on-site training and coaching to help all users understand how to use the features on their new phone system, as well as log into their DigitalPhone.io web account to monitor usage, configure call forwarding rules, and so on.

- In addition, our team did something very important and especially notable: they gave private individual voicemail accounts to the IRC's clients who are experiencing homelessness, so they have a better chance of finding employment. Now, instead of having potential employers leave messages with third parties about interviews and other important matters, IRC clients can pick them up anytime and from anywhere (including of course when they are at the IRC).

Before wrapping up, we would like to say a special thank you to Solace IT Solutions, who also worked with us at IRC as part of this engagement. We have a long friendship and relationship with Solace IT Solutions, and the company's CEO Chris Oakman is also a member of TechTriad Extreme Nonprofit Makeover team. Thank you Chris and everyone at Solace IT Solutions!

For additional information regarding DigitalPhone.io, visit https://digitalphone.io or email inquiry@digitalphone.io

About DigitalPhone.io

DigitalPhone.io (formerly Carolina Digital) is a pioneer of hosted phone services, and provides products that improve the capabilities of business, education, government and nonprofit organization telephony, while reducing their overall cost. The company's offerings stand out for their excellent value, including very competitive pricing, the industry's deepest feature set, ease of deployment, and many user-friendly packages – from a full turnkey set-up including dial tone and VoIP phones, to automated call answering and routing solutions that work with existing land lines, cell phones or VoIP phones. Learn more at https://digitalphone.io.

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