

How a Hosted Voice System Is Helping to Facilitate the Unification of Saint Hubert and Saint Matthew Parishes

Overview



St. Hubert in Hoffman Estates, IL and St. Matthew in Schaumburg, IL are Catholic parishes and a school that merged in July 2023. This case study illustrates how S&G Communications is using a hosted VoIP telephone system to seamlessly unite the two parishes.

Challenge

While both churches continue with regularly scheduled Masses, administrative duties and records were moved to St Hubert's. St. Hubert's also has a parish center, a parochial school, Pre-K through 8th grade and an extended day care program. The combined parishes and school have over 50 full and part time employees as well as numerous volunteers.

The parishes and school were using outdated telephone systems which were unreliable and expensive to maintain. The parishes, which are geographically dispersed, needed to upgrade and combine their communications systems so parishioners could dial one number and be easily directed to the office or person they wished to reach. Employees and volunteers at each site needed to be able to contact each other without having to first dial a ten-digit phone number. Ultimately, the parishes needed an upgraded, customizable platform within an affordable pricing plan.

Solution

After S&G engineers met with parish and school administrators to determine their specific needs, the parishes decided on a Gigtel hosted system that offered them superior standard features including automated attendant, main greetings that can be changed remotely, (perfect for snow days), site to site extension calling, voicemail to email, individual or group paging, and more. In addition to these benefits, some administrators also received touchscreen desk phones and the Gigtel App, an application that they can use to turn their personal cell phones into virtual office phones.

S&G was able to obtain special pricing for the Archdiocese of Chicago phone system and internet that included flat, per-user rates, as low as \$6 per seat, hidden fees, or ongoing maintenance costs. This special pricing allowed for the addition of 20 new classroom phones.

Discontinued systems forced the parishes to spend a lot of money on maintenance and changes with little increased functionality to show for it. To overcome these challenges, St. Hubert and St. Matthew migrated to cloud based technology, allowing them to provide flexibility for their parish and school staff along with 365/24/7 support.

Results

Using the advanced features of Gigtel's cloud-based hosted voice is helping the combined parishes improve service to the congregation. For instance, voicemail can be delivered conveniently to email, which can be accessed on their choice of devices. St. Hubert's can now automatically accept and direct calls for both St. Hubert and St. Matthew. Future projects include a managed Fortinet firewall to protect against malicious traffic and correct the fact that the current firewall was not sized correctly, so the 1 Gig internet service was throttling that down to about 250 Meg. Wireless service may be expanded and a lower cost, more robust internet service may be added.

"I wanted to tell you how many compliments I received from the staff on the installation, training and follow up on the new phone system. It was amazingly easier than I had anticipated which was a godsend especially during this extremely busy time. So, I thank you for making it so easy."

*Joyce Manfre, Operations Director
Saint Hubert Parish*

