

Your local Star2Star Dealer:



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## Case Study

### AT A GLANCE:

**The Client:**

Diocese of San Bernardino  
San Bernardino, CA

**The Organization:**

Catholic Diocese

**The Objective:**

Improve Communications,  
Reduce Costs

**The Solution:**

Star2Star Business Internet  
Telephone System



## The Diocese of San Bernardino Saves Big with Star2Star

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. With so many locations distributed across such a large area, communications is vitally important. And with each location having its own - and outdated - analog telephone system, it was very expensive.

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 POTS lines.

Jonasson initially decided to add IP connectivity to the Diocese's existing PBX on a trial basis, using the existing PBX vendor's IP solution. If all went well, the IP add-on would help decrease communications costs with a minimal capital expenditure. After an evaluation period with poor quality and no real cost savings, the project was put on hold.

In early 2011, Steve Rentmeester, General Manager of Southern California Technology Solutions, paid Jonasson a visit. Rentmeester studied the Diocese's phone bill and technical requirements. He showed Jonasson that a Star2Star system would not only meet all the Diocese's technical requirements, but it would also save them nearly 50% on their \$5,500 monthly telephone costs.

Jonasson also solicited bids for IP-based systems from two other vendors. The other two alternatives were significantly more expensive than Star2Star, and they didn't do anything to reduce the Pastoral Center's telephone 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 initial 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.

In addition to the cost savings, switching to Star2Star offered several major benefits:

- The Pastoral Center and the three 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.

#### **About Star2Star:**

Founded in 2006 in Sarasota, Florida, Star2Star Communications develops and delivers business-focused Internet telephone systems and service. Star2Star's award-winning technology employs a powerful Blended Architecture that overcomes the limitations of other Internet phone technologies. Star2Star delivers innovative features and increased productivity while providing substantial cost savings.

Star2Star products are sold through a diversified international network of distributors, master agents, and certified installing dealers. Available across North America, Star2Star Internet telephone systems are installed in thousands of small- and medium-sized businesses and in many large national retail and restaurant chains.

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For more information, contact:

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