

A small private college located in Indiana needed to upgrade their phone service from an outdated on-site PBX phone system and advance their technology.

## Situation

Grace College found themselves in a situation that many school systems are currently in. They had an outdated on-site PBX and were looking to upgrade. Grace College did not want to pay for software upgrades or regular maintenance and was looking to advance their technology. It was time to make a change.

A new PBX system would cost thousands of dollars, an expense that could not be justified. With an average lifespan of only 10-15 years and service and support contracts ranging from \$20-30,000 per year, **PBX systems are costly and become outdated soon after they're installed.**

Another option was a Hosted PBX system, but this alternative still had Grace purchasing on-site equipment for a provider to manage. Security and reliability of this phone service was also a concern as most hosting providers only have one central location where all of their extensions connect to their network.

With new PBX and hosted systems presenting issues similar to the ones that Grace College was currently facing, they turned to cloud-based phone service.

## Solution

Grace College was led to Sharpen, an industry-leading voice over Internet [VoIP] provider. **Sharpen's cloud native phone service offered advanced calling features and cloud-based applications that they had not seen with any other provider.**

Sharpen explained that the overwhelming upfront costs of a PBX system is eliminated with a cloud-based system because the service is hosted on their own data centers across the country. **Thus, Sharpen was able to provide Grace College with the financial flexibility they needed, along with the security and reliability of the network located on their mirrored data centers across the country.**

## Result

With Sharpen, Grace College has experienced significant monthly cost savings. With access to more than seven data centers, they leverage the highest voice quality possible and can monitor and manage the phone system on their own. **By using app.Sharpencx.com (an online web-portal), changes to the system can be made with the click of a button, eliminating the need for costly software upgrades.**

**“The cost of enterprise-class phone service can be exorbitant, but not with Sharpen. With unlimited calling and standard services for all users, we don’t have to worry about separate extension charges,”** said Grace College Network Administrator, Jacob Barros. **“It is a relief knowing that from month-to-month our bill will remain the same.”**

Grace College maneuvered through the vast world of business-class phone providers and found the perfect solution to meet all of their needs by making the switch to Sharpen.

## You’re good. Let’s get better.

Sharpen is a cloud native contact center platform that enables customer experience teams to establish a better relationship with their customers. This global platform eliminates costly on premise hardware, increases agent efficiency and makes customers happier through frictionless interactions. Sharpen is committed to building a global community of companies who believe that a happy customer is a loyal brand advocate waiting to happen. For more information about Sharpen’s products and services visit [sharpencx.com](https://sharpencx.com) or contact us at **855.249.3357**.

