



FROM SETUP TO SUPPORT: HOW PANTERRA STREAMS MET THE COMMUNICATION NEEDS OF NORWICH HOUSING AUTHORITY

The City of Norwich Housing Authority was formed in the 1960's. The first employee was hired in 1975. Norwich Housing now owns 102 public housing units and provides rental assistance for lower-income families with the Section 8 Housing Choice Voucher Rental Assistance Program. As a community government entity, they faced communication challenges in managing their services and programs, and they needed a solution that could help them communicate efficiently with their community and employees.

After evaluating different phone system solutions, Norwich Housing Authority selected PanTerra Streams, a cloud-based UCaaS platform that provided a simple setup and ease of use. With PanTerra Streams, they were able to set up additional extensions and transfer calls between different users with ease. The platform also allowed them to have emergency options available after office hours by transferring calls to another phone. PanTerra Streams proved to be a cost-effective and reliable solution that fulfilled their communication needs, allowing them to focus on providing quality services and programs to the community.

THE CHALLENGE: SOME SPECIFIC CHALLENGES FACING LOCAL GOVERNMENT ORGANIZATIONS LIKE NORWICH HOUSING AUTHORITY INCLUDE:



Complex communication channels



Inadequate remote collaboration



Slow response times



Siloed communication tools



High costs and complexity

USE CASES: SOME EXAMPLES OF HOW LOCAL GOVERNMENT ORGANIZATIONS CAN BENEFIT FROM USING THE PANTERRA UCAAS PLATFORM ARE:



Efficient communication with their community



Improved remote collaboration



Better emergency response



Increased cost savings

WHY NORWICH HOUSING AUTHORITY CHOSE TO USE PANTERRA



1 Ease of use and implementation



2 Cost savings



3 Reliability of the platform

In the Customer's Words:



Reliable and Easy to use

Tamara Cobb
Executive Director
Norwich Housing Authority

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