

# Case Study

Not-for-Profit | Disability Support & Advocacy | Community Services



## THE CHALLENGE

4voice was operating with a fragmented phone setup that made call handling, remote work, and visibility across teams difficult. Key issues included:

- Limited flexibility for staff working from different locations
- No central view of call activity or missed calls
- Manual call routing that depended on individuals rather than teams
- Growing costs with little room to scale or improve functionality

They needed a modern, reliable phone system that was easy to manage and could adapt as the organisation grew.

## THE SOLUTION

Relevate designed and deployed a cloud-ready 3CX phone system tailored to 4voice's operational needs.

The implementation focused on simplicity, reliability, and future growth, without disrupting day-to-day services.

### KEY COMPONENTS INCLUDED:

- Centralised 3CX PBX with secure remote access
- Role-based call queues to ensure calls reached the right team
- Ring groups and smart call routing for faster response times
- Softphones and mobile apps to support flexible and remote work
- Voicemail-to-email and call reporting for better visibility
- Seamless number porting from the legacy provider

**Relevate delivered a modern phone system that has improved call handling, enabled flexible work, and given our team clear visibility across communications.**  
**- 4voices**

## IMPLEMENTATION APPROACH

Relevate handled the project end-to-end:

1. Reviewed existing call flows and pain points
2. Designed a call structure aligned with 4voice teams and services
3. Deployed and configured the 3CX system
4. Tested call routing, failover, and remote access
5. Supported staff onboarding and initial usage

The transition was completed with minimal downtime and no impact on client services.

## THE OUTCOME

After moving to 3CX, 4voice gained a modern and flexible communication platform that better supports both staff and service users.

Results achieved:

- Improved call handling and reduced missed calls
- Greater flexibility for staff working remotely or across locations
- Clear visibility into call activity and performance
- Lower ongoing telephony costs
- A scalable system ready for future growth

The new setup allows 4voice to focus on their core mission, confident that their communications are reliable and easy to manage.



**Call Handling  
Optimisation**



**Remote Work  
Enablement**



**Call Visibility  
& Reporting**



**Cost Reduction**



**Scalable Phone  
Platform**

**Relevate continues to provide ongoing support and system optimisation, ensuring the phone platform evolves as 4voice's needs change.**



**relevate.com.au**



**contact@relevate.au**



**1300 677 276**