



LINDAMOOD-BELL
Learning Processes

Lindamood-Bell Seamlessly Integrates RingCentral for Google at 100 Locations

Company profile

Lindamood-Bell helps children and adults improve language processing.

Year founded

1986

Website

www.lindamoodbell.com

Headquarters

San Luis Obispo, CA

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Helping people with language processing for more than 25 years

Since 1986, Lindamood-Bell Learning Processes has helped children and adults strengthen sensory-cognitive functions and has helped individuals overcome learning challenges including dyslexia, attention deficit hyperactivity disorder, central auditory processing disorders, and autism spectrum disorders. Lindamood-Bell hosts private sessions at its learning centers to help students improve their skills. The company has learning centers across 25 states in the United States as well as international locations in Asia, Australia, Brazil, Canada, Switzerland, and the United Kingdom.

Choosing cloud services

The employees at Lindamood-Bell began using Google Chromebook™ computers a few years ago as a cost-effective cloud computing solution. In addition, the company migrated other business services to the cloud and chose RingCentral to be their cloud communications solution. With RingCentral for Google, Lindamood-Bell was able to integrate RingCentral Office® with their Google ecosystem and optimize communication. Staff can more easily interact with customers as well as with internal team members.

“Having RingCentral integrated with Google is beneficial,” says Justin Watty, Associate Director of Information Technology, “because it gives us more functionality than we have ever had.”

Functional features

The IT staff at Lindamood-Bell wanted a solution that would make employees’ lives easier. Features such as Call Forwarding and call groups ensure that customers can

reach the right employees to receive the help they need. In addition, employees have the ability to manage their own settings, without requesting support from the IT staff. RingCentral’s user-friendly system has increased efficiency for both users and for administrators.

During the summer months, the number of Lindamood-Bell’s learning centers grows from 60 to 100. In the past, these seasonal locations had to rely on mobile phones, which left customers without a consistent point of contact. RingCentral’s robust call-handling features have alleviated this frustration.

“Because calls can be transferred or reached by extension through our main number, our customers now have consistency when contacting our learning centers, regardless of the season,” said Watty. “RingCentral has provided seamless integration that minimizes user support issues and saves our limited IT staff valuable time.”

Increased reliability and flexibility

From an administrative perspective, RingCentral has provided Lindamood-Bell with a reliable solution that gives the IT staff piece of mind. Watty and his team are able to set up seasonal locations as well as satellite offices with ease. Users now have the flexibility and freedom to remain reachable by customers as well as colleagues, regardless of their location.

“With just an internet connection, our users can essentially have all their office needs met,” says Watty. “RingCentral is fundamentally different than anything we’ve had before. Every day, we are finding a new feature or function that will help improve our communication.”