



New York Genome Center Uninterrupted by Hurricane Sandy with RingCentral.

Company Profile

NYGC is the big daddy of data management for genomic research findings. The non-profit's mission is to unravel the complex science of understanding DNA and how it can save lives.

Year Founded

August 2010

Website

<http://www.nygenome.org/>

Headquarters

New York, NY

Size

35+ employees

RingCentral customer since

April 2012

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– Dave Whelan, head of business development and strategy.

NYGC is the big daddy of data management for genomic research findings. The non-profit's mission is to unravel the complex science of understanding DNA and how it can save lives. Just recently a new noninvasive test using whole-genome sequencing of blood plasma was found to be able to detect DNA changes that signal the existence of cancer tumors. In the future, this application of genomic data could also be useful for early detection so that physicians could tell patients whether they have cancer prior to any symptoms or positive results on known tests.

Challenge: Connecting Employees in Multiple Locations

NYGC has operational sites and employees working remotely across the US. In 2011, Dave Whelan, head of business development and strategy at NYGC, wanted to improve the lines of communication for staff working from home offices across the US. Employees were using their personal cell phone numbers for work calls, creating confusion for outside callers in knowing which number to dial to reach a specific department. Also, employees could not transfer calls to other staff members. NYGC, an organization devoted to helping people, needed some TLC.

Solution: Scalable, Easy-to-Use Phone System for Multiple Devices

A year ago, RingCentral set NYGC up with a hosted toll-free number allowing employees to make and receive calls anywhere using their office or mobile phones and a business ID, and enabling complete call management from any PC – all with no IT involvement and nearly no setup at all.

Since then, NYGC has grown to about

35 people employed through the nonprofit's headquarters in Manhattan, a pilot lab, a construction site for a new facility, plus multiple remote home offices. For NYGC it was an easy step: connect all its people and operating sites with one cloud-based phone system, only requiring high-speed internet. Plus, a system that offers simple management to customize users, departments, and call handling rules.

“For a non-profit company like ours with key people scattered across the country, RingCentral's value is priceless. I'm not sure we could build a system as quickly and cost effectively ourselves. Not to mention the overhead costs for equipment and staff for installation,” said Whelan.

Results: Reliable, Flexible Communication

Whelan continues, “RingCentral is truly plug-and-play. For me, it was great knowing that I had assistance every step of the way: from equipment purchasing and configurations, to other setup questions.

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I love the mobile app for checking voice mail and the ability to read voice mail in my email program. RingCentral takes phone technology and brings it into my computer – where I spend most of my time.”