

The logo for GoTo, featuring the word "GoTo" in a bold, sans-serif font. The "o" is stylized with a yellow underline that extends to the right.

Success Story: Y Whittlesea

Y Whittlesea (previously known as YMCA Whittlesea) believes in the power of inspired young people and provides a range of programs and services within the local community, which focus on the healthy living, empowerment and social impact of young people. The organisation has more than 450 staff across the community and numerous volunteers. With programs in inclusion services, youth services, children's services, aquatics, healthy living and sport & recreation, the organisation provides services for over two million participants each year.



Challenge

Like many organisations, Y Whittlesea saw its operations turned upside-down by the pandemic. "We were using physical handsets in the office," explained Y Whittlesea executive assistant Carolyn Kleiman. "But obviously, during COVID, no one was in the office. Our recreation and childcare centers shut down, and while our inclusion services department stayed open, they operated with minimal staff. We had to quickly figure out whom we should divert our phone calls to and realised we needed to move to softphones."



Solution

Kleiman took her concerns to the company's trusted IT consultant Paul Keogh of Leisure IT, who recommended GoTo's Phone, Meeting and Messaging solution (also known as GoTo Connect), and the two worked together to get Y Whittlesea's cloud telephony in place. "It was a big project, but thankfully I had Paul to guide me and assist me," Kleiman noted. "And I think it helped that we chose to implement GoTo's Phone, Meeting and Messaging solution sector by sector, completing the migration for one of our business units before moving to the next. Every migration we performed, we took what we learned and applied it to the next sector."

Keogh explained that the move to GoTo's Phone, Meeting and Messaging solution seemed like a natural progression of Y Whittlesea's larger goal of making data accessible to off-site users, allowing users much greater flexibility. "I'm in IT, not communications," said Keogh, "and I love GoTo because it's much easier to understand - GoTo's Phone, Meeting and Messaging solution seems much more grounded in IT and lets you control a lot more of what happens rather than relying upon a telco to make changes eventually."

“I was quite surprised at how quickly they all learned how to use the new platform – I thought I’d get a lot more questions. Feedback from the team has been positive. They love that the app is on their mobile phone and that they can take phone calls without being stuck to their desks.”

Carolyn Kleiman

Executive Assistant, Y Whittlesea



“We wanted to give people access to data when they’re not at the site - and now we have all of the data in one place. We can give people an app on their phone now, so we don’t need to go to the expense and hassle of providing a physical phone,” Keogh said.



Results

According to Kleiman, getting GoTo’s Phone, Meeting and Messaging solution setup and customised was easy. “It only took me a couple of weeks to learn the admin side of things and set up the dial plan, and staff training took another week. And it gives our employees the flexibility to move about, making them happier and more satisfied with their jobs. With much of our staff still working from home, having GoTo has most definitely increased our productivity.”

Keogh agreed, “We didn’t expect to find ourselves in this [pandemic] situation, but we’re here, and GoTo has set us up to allow Y Whittlesea to work in this new reality. Whether our people are working from home, in the office, or some hybrid schedule, GoTo’s Phone, Meeting and Messaging gives them flexibility.”

In addition, GoTo has received kudos from Y Whittlesea staff for its ease of use. “The inclusion services sector was the first sector that we migrated to GoTo’s Phone, Meeting and Messaging solution, and I was quite surprised at how quickly they all learned to use the new platform - I thought I’d get a lot more questions,” Kleiman said. “Feedback from the team has been positive. They love that the app is on their mobile phone and that they can take phone calls without being stuck to their desks.”

Along with appreciating its flexibility and ease of control, Keogh also values GoTo’s stellar support. “One of the biggest benefits of GoTo is the continuity of support. With a regular telco provider, I’d get a different person every time I called - there was no recognition or knowledge of me as an individual. With GoTo, my account manager is consistent. It gives me a sense that my business matters. There’s a level of personal accountability that you get from developing a business relationship with someone who understands the goals you’re trying to achieve,” he concluded.

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