

CASE STUDY



About RMHC

RMHC Dayton serves families of children with complex and life-changing medical diagnoses and injuries.

They are committed to keeping families close to the medical care they need, the comforts of home they crave, and the family members they could not go through their healthcare journey without.

Communication and connectivity is critical.

altafiber and Ronald McDonald House Charities Dayton Partnership

Challenge	Technology Solutions	Results
RMHC Dayton requires top of the line connectivity and the best technology solutions to reliably and efficiently connect not only the staff but also the guest families they are caring for.	Hosted UC provides improved productivity with efficient and collaborative next-gen technologies. SD-WAN (for voice QoS) enhances voice experience. LTE failover keeps enterprise class of connectivity with a private network of services available anytime and anywhere.	Business connectivity transformed. Flexible, scalable, and on-demand solutions. Phone services that are easy to use and simple to manage. Peace of mind; monitored 24x7x365 by certified engineers.

altafiber's 24x7 customer service team enables the RMHC Dayton team to stay in touch on all fronts with rapid repairs and relief when needed with 24x7 monitoring and support. At an organization like the RMHC Dayton, this type of assistance, attention, and partnership is critically important in getting families through tough times.

Annual Radiothon

RMHC Dayton relies heavily on their phones for the Radiothon fundraiser every year. During the 2020 pandemic, they were unable to host their Radiothon as an in-person event at the facility, so they needed to come up with an alternative solution.

That's when they called altafiber to see what remote solutions were possible. altafiber was able to implement RMHC Dayton services within weeks with a Hosted UC solution utilizing soft phones so that the fundraiser could go on and volunteers could log in remotely with a reliable solution in order to take Radiothon calls from home.

This option not only kept everyone healthy and safe, it also helped them raise more money than ever before. altafiber's solution has helped secure record-breaking donations a second year, thanks to the ease and flexibility of the new voice solution. altafiber is proud to help support RMHC Dayton and partner on a third Radiothon that will again utilize the Hosted UC product suite.



"It's vitally important that families have that communication they can count on. It just gives them peace of mind to know the communication piece is always there."

-Tammy Sherrick, Development Director of RMHC

Learn more about altafiber technology and local partnerships at altafiber.com/DaytonSolutions