



CHESAPEAKE TELEPHONE SYSTEMS

customer experience

“Chesapeake has helped us in so many ways... financially, and through the generosity of their staff who volunteered their time to get our new phone system installed. Through their efforts we do an even better job serving the hungry...”

— **Bill Ewing**
Executive Director
Maryland Food Bank



Maryland Food Bank

Food, funding and volunteers...

An affiliate of America's Second Harvest and the only food bank serving the entire state, The Maryland Food Bank, has been coordinating food donations since 1979. Manufacturers, wholesalers, retailers and government agencies provide the 12 million pounds of food that 235,000 people in Maryland rely on each year. The Baltimore-based Food Bank serves as the distribution source to over 1,000 food providers statewide, including soup kitchens, food pantries, emergency shelters, after-school programs, senior centers, and other programs.

Communications breakdown

The Maryland Food Bank always had to make do with hand-me-down equipment. When a phone and voice mail system was received as a donation a few years ago, they called Chesapeake, which has a long history of community service. Chesapeake volunteered to set up the donated systems. However, it didn't take long for the Food Bank to realize that the second-hand equipment really did not meet all their needs, especially with a move to a bigger food distribution facility.

Fulfilling the dream

Sensing that the Food Bank's mission could be jeopardized without a fully functioning communications system, Chesapeake leveraged its relationship with Toshiba to negotiate a great deal on a new CIX670 phone system that made it affordable. Chesapeake then donated thousands of dollars of labor to ensure the new system was installed and programmed. Not only did the Food Bank get an advanced telephone system with 50 digital phones, but voice mail, integrated overhead paging and centralized management as well.

Working together

With its new communications system, The Maryland Food Bank is better positioned than ever to perform its massive food procurement and distribution effort on behalf of communities statewide. The next big improvement will include a planned wireless network to provide staff with more mobility in the new distribution center. When the Food Bank is ready, Chesapeake will be there to lend a helping hand.

At-a-Glance

Customer

- Vertical – Non-profit
- Food collection & distribution
- Serves 1,000 local providers

Solutions

- Toshiba CIX670
- 50 digital phones
- Toshiba Strategy Enterprise Voice Mail
- Integrated phone and overhead paging
- Centralized system management
- Verizon FlexGrow bundled service

Key Benefits

- A new phone system to meet the staff's needs
- Cost savings on equipment and installation
- Chesapeake's local service and support

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