



JEWISH NATIONAL FUND

The Jewish National Fund USA (JNF) is a globally recognized charity committed to building an economically sound and sustainable future for Israel and beyond. To help achieve its primary goal of creating an enhanced quality of life for Israelis, JNF has planted more than 250 million trees, built over 250 reservoirs and dams, developed over 250,000 acres of land, and created more than 2,000 parks throughout Israel.

Vonage Business Communications with World Office helps JNF easily deploy communications applications and services—and facilitate business growth and expansion.

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Jewish National Fund Unifies and Saves Money With Vonage

The Jewish National Fund sought a single communications platform to unify its global phone system across 300 employees, 25 offices in the United States, and three satellite offices in Israel. According to Avi Dagan, JNF executive director of IT, *"We needed to identify and implement a communications system that we felt confident would support us through the next 10 to 15 years."*

The specs were clear. *"I wanted to see softphones and cloud-based administration. I wanted to see easy and seamless Salesforce integration,"* recalled Dagan. *"When we began testing ease-of-use, seamless integration, and the like, Vonage was the company that really delivered everything at the highest level."*

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Avi Dagan
Executive Director of IT
Jewish National Fund

Future-Proofing JNF With Vonage Business Communications

It was important for Dagan to connect all of the JNF sites on one communications platform, and Vonage guided him through this process. JNF can now more easily maintain and administer its system, use extension dialing, transfer calls effortlessly, and save money by removing international costs.

With World Office, JNF enjoys a cost-effective global call plan with one centralized bill. The organization can easily scale and expand to new offices and new locations. JNF can also port existing international numbers without business disruptions and loss of productivity.

"With World Office, we get great VBC service, plus three-digit dialing to all locations. We are removing international calling costs with three-digit dialing to Israel, plus the displacement of legacy on-premises telephone hardware and Israeli phone service resulted in further savings," said Dagan. *"With softphones and IP phones that are using the internet in Israel, we're all on one unified platform. There are no extra charges involved. It's all included within our Vonage license."*

RESULTS

Easy Implementation and Excellent Support From Vonage

Dagan said that the biggest difference between Vonage and other communications companies is that Vonage offers all the benefits of a large, global company but still provides focused, individualized customer service.

"We get the attention that we need at a level you don't necessarily receive elsewhere," said Dagan. *"Vonage is a big company, but we feel as if they are part of us and committed to addressing our specific issues. We never feel that we are put to the side. We are treated the way an organization should be treated—with a high level of attention and support."*

Dagan explained that implementing Vonage Business Communications was a smooth process, considering that JNF had to adopt and adjust to a totally new communications system. *"Of course, we had our obstacles that we needed to overcome,"* said Dagan. But due to internal JNF resources and Vonage support, *"both sides learned a lot from the other, and that's the beauty of a partnership."*



Vonage, a global cloud communications leader, helps businesses accelerate their digital transformation. The Vonage Communications Platform is fully programmable and allows for the integration of video, voice, chat, messaging, and verification into existing products, workflows, and systems. Vonage's fully programmable unified communications and contact center applications are built from the Vonage platform and enable companies to transform how they communicate and operate from the office or anywhere, providing enormous flexibility and ensuring business continuity.