



SUCCESS STORY

Cancer Wellness Center Enhances Participant Care with S-NET



ABOUT CANCER WELLNESS CENTER

Cancer Wellness Center is a nonprofit dedicated to offering free supportive care and education for people affected by cancer. Their mission is to improve the emotional and physical well-being of their participants.

THE CHALLENGE

Cancer Wellness Center's previous technology provider began the process of switching their service delivery, which included moving to their VoIP service as well. Unfortunately, the Cancer Wellness Center team felt that the level of customer support and functionality for their new VoIP solution didn't fit their needs, so they decided to look for a different provider.

COMPANY INFORMATION

YEAR FOUNDED
1989

SIZE
25-50 Employees

HEADQUARTERS
Northbrook, IL

INDUSTRY
Nonprofit

WEBSITE
www.cancerwellness.org

S-NET SERVICES
Business Communications

KEY SERVICES PROVIDED



FEATURE-RICH SYSTEM
to maximize communications efficiency and customer care



EXCEPTIONAL SUPPORT
and a seamless transition to new communication services



FLEXIBLE REMOTE WORK
with user-friendly desktop and mobile applications



SEAMLESS INTEGRATIONS
with the existing technology infrastructure



THE SOLUTION

They started looking for providers who could meet their needs for system functionality, customer service, and flexible remote work. Through a professional connection with Lewis Floor & Home, another customer of S-NET, Cancer Wellness Center was recommended to S-NET Communications.

The Cancer Wellness Center team was immediately impressed by S-NET's level of professionalism and attention to detail as they helped them transition to their new system on an expedited timeline. They were also pleased with how easy it was to integrate S-NET's VoIP service into their existing infrastructure.

THE RESULT

Once they made the switch, the Cancer Wellness Center team was able to begin using their new system effortlessly. The transition was quick, seamless, and required virtually no learning curve.

"The S-NET phone system has everything we wanted and needed. We needed more flexibility for the team to work remotely, so having the S-NET Mobile app on our phones is ideal. It's also easy to use and we love how responsive the S-NET team is whenever we need them."

SUSAN ROSENBAUM
CHIEF FINANCIAL OFFICER





THE IMPACT

By upgrading their technology with S-NET, the Cancer Wellness Center now has the tools it needs to deliver more supportive care for their participants while enjoying greater overall flexibility. Their S-NET cloud business phone system provides an intuitive VoIP platform including comprehensive features like a Desktop softphone and mobile app that allows them to work from anywhere without compromising features or security. With S-NET's white-glove support, the Cancer Wellness Center knows they are always just a call away from exceptional customer service.



FEATURE-RICH SYSTEM

An intuitive VoIP platform with user-friendly features to deliver more supportive care to participants.



EXCEPTIONAL SUPPORT

Quick, seamless transition, no learning curve, and exceptional customer support 24/7/365.



FLEXIBLE REMOTE WORK

Desktop and mobile softphone applications for flexible, secure remote work.



SEAMLESS INTEGRATIONS

Seamless integrations with the Cancer Wellness Center's existing technology infrastructure.



S-NET Communications was founded in 2006 by industry veterans and has since grown into a leading provider of cloud communications and networking solutions for businesses across the country. At S-NET, we are dedicated to delivering cutting-edge technology services that are tailored to meet the unique needs of our clients.

We pride ourselves on providing exceptional customer service and personalized white-glove support, which has resulted in an impressive client retention rate of 99%. As a company, we are accessible, accountable, and committed to ensuring our clients' success.

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