

# Southern Arizona Legal Aid

“ New Edge takes care of everything. Our MPLS network provides the Voice quality and bandwidth we require and New Edge’s customer service has been great. ”

**Maria Gonzalez : Information Technology  
SOUTHERN ARIZONA LEGAL AID**

Southern Arizona Legal Aid, Inc. (SALA) has served the Arizona community since 1951, providing free, civil legal aid to qualified low-income individuals in nine Arizona counties and on 11 Indian reservations. The non-profit law firm currently has seven offices across Southern and Southeastern Arizona.

## Network Challenges

SALA’s workforce consists of a mix of office workers and teleworkers, as well as mobile workers that go out into the community to enroll new applicants. To do this, its employees require real-time access to its client database.

Prior to implementing MPLS with New Edge, SALA had a Wide Area Network (WAN) with low bandwidth at each rural office. For these rural offices, there was poor telephone communication between staff, downloading large files was very slow and file connections were often lost or the download would time out. SALA needed to improve communication amongst its staff, improve access to consolidated databases and gain access to remote files in real time.

The non-profit sent out requests for proposals to several carriers and found New Edge’s proposed MPLS solution very price competitive. After weighing service options and speaking with several satisfied New Edge customer references, SALA selected New Edge as its managed network service provider.

## The Solution

New Edge implemented an MPLS-T1 solution at SALA’s headquarters in Tucson, which strengthened its network with the Program’s seven branches. SALA now benefits from more bandwidth at a lower cost than its prior solution. Because remote requests no longer time out, SALA’s legal advocates can go out into the community to enroll new clients for legal aid in real time. The MPLS solution improved the Quality of Service (QoS) required to run its Avaya VoIP system, which has resulted in additional cost savings for the non-profit by reducing its long distances charges.

Today, SALA also uses New Edge’s fully-featured web portal, MyEdge, which provides 24x7 centralized access and management to its network data and account information including order servicing, payments, trouble tickets, and installation status. Access to this level of information and automation has freed up its IT resources to work on other corporate initiatives.



CASE STUDY

Southern Arizona Legal Aid, Inc.

Justice. Opportunity. Hope.

### ► Challenges

SALA had a WAN with low bandwidth at its rural offices that limited its ability to enroll and support its clients. The non-profit experienced poor telephone communication between staff. Large file downloads were very slow and file connections were often lost or the download would time out.

### ► Solution

SALA implemented a New Edge MPLS T1 network between its Tucson headquarters and 7 branch offices. SALA’s network now has the QoS required to run its Avaya VoIP system. The MyEdge portal provides SALA with 24x7 centralized access to its network data and account information including order servicing, payments, trouble tickets, and installation status.

### ► Results

SALA now benefits from more bandwidth at a lower cost. Remote requests no longer time out so its legal advocates can go into the community to enroll new clients in real time. Support of its Avaya VoIP system means lower long-distance charges. Access to MyEdge has improved visibility while freeing up IT resources. SALA now focuses on implementing more strategic applications across its network.





## Southern Arizona Legal Aid

“New Edge takes care of everything. The MPLS solution provided the Voice quality and bandwidth we required and New Edge’s customer services has been great,” says Maria Gonzalez, Information Technology lead overseeing SALA’s networking services. “Our dedicated account manager is very proactive and the MyEdge portal provides easy access to our network information which has reduced the demands on IT.”

### Positioned for the Future

With its MPLS solution in place for over a year, the organization is now focused on implementing more applications across its network. These include a secondary backup server for data redundancy and video conferencing. SALA is also considering the addition of a new office, which can easily and quickly be integrated into the MPLS network.

#### ► Why New Edge Networks?

At New Edge, our mission is to provide affordable, innovative network services and exemplary personalized care to foster life-long customer relationships. We enable you to focus on your core business while we manage the network infrastructure. Our customers benefit from one seamless network, one provider and one point of contact.



1-866-636-3343 : [www.newedgenetworks.com](http://www.newedgenetworks.com) :