



Case Study:
Huntsville Housing Authority





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*Growing Communities One Family At A Time
For 70 Years*

Angela Duncan is the procurement officer for Huntsville Housing Authority, where she has worked for over seventeen years. In her current role, Angela manages purchasing and contracts.

Angela was becoming increasingly concerned and unhappy with Housing Authority's existing phone system and wanted to replace it with a more reliable system to provide better service to her customers. She had been dealing with phone problems for years.

Many times, she would pick up the phone, only to discover that there was no dial tone. "At times my telephone simply would not work. We have ten different locations and we were having so many problems with our phone provider, including the equipment and (especially) customer service. We wanted to be able to call one person if we had a phone problem."

Angela turned to Interweave Technologies, who had already worked provided the Huntsville Housing Authority to provide data backup and disaster recovery solutions. Angela had built a long-lasting business relationship with the company over the ensuing years.

In order to discover exactly what the Huntsville Housing Authority required, Interweave set up a project overview to determine locations and approximately how many devices, services, and functions such as auto attendants would be needed. "(Interweave) sought to understand how we could have the best of both worlds - good equipment and great customer service."

Housing Agency Improves Service with Star2Star

HHA's mission is to ensure that public housing authorities provide decent, safe, and quality affordable housing for low-income families. Their Star2Star system helps them provide excellent service.

Angela was very satisfied with installation process. "Ravi and Joni were determined to make us happy! They came in on weekends, never complained and were always there. In fact they were here until one o'clock in the morning, determined to make it as easy a transition as possible, with minimal interruption of day to day activities, and we appreciate that!"



Angela Duncan

Today, the Huntsville Housing Authority is enjoying the benefits of their Star2Star phone system. The agency no longer has issues with reliability, and Angela no longer has to worry about whether or not her phone will work. The Star2Star system has also helped the agency provide improved customer service.



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