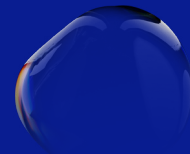




Case Study: Meals on Wheels - Diablo Region

A Nonprofit Strengthens Reliability, Mobility, and Support with UCx Smartvoice



Customer Overview

Meals on Wheels-Diablo Region is a nonprofit based in Walnut Creek, California, dedicated to promoting the health, dignity, and independence of vulnerable seniors. The organization delivers more than 700,000 meals annually, supported by 62 employees and over 500 active volunteers. Its services extend beyond nutrition to include wellness checks, friendly visits, and home safety support that enables seniors to age in place with confidence.

The Challenge

As demand for services grew, Meals on Wheels faced a communications environment that couldn't keep up. The organization relied on outdated hardlines, fragmented tools, and costly legacy internet services. Staff were tethered to physical phones, voicemail could only be checked on-site, and managing multiple lines across locations created unnecessary complexity and expense.

Those limitations became even more acute during disruptive events like the COVID-19 pandemic and an office fire, when continuity, mobility, and remote access were critical. The team needed a communications platform that would support:

- Flexible, mobile access for staff in the field
- More efficient handling of client calls and café meal reservations
- Lower, more predictable communications costs
- A path toward HIPAA-compliant communication as services and requirements evolved

For leadership, the status quo meant higher operating costs, unnecessary complexity, and risk to service continuity for a vulnerable population.

The TPx Solution

To modernize its communications and improve resilience, Meals on Wheels partnered with TPx to deploy UCx Smartvoice with Webex. Key elements of the solution included:

Cloud-Based Voice with UCx Smartvoice:

Transitioned from multiple hardlines to a centralized, cloud-based platform that supports calling from both desktop and mobile devices.

...

Webex for Mobility and Collaboration:

Enabled staff to make and receive calls, join meetings, and access voicemail from laptops and smartphones, improving communication for both office and field teams.

...

Voicemail Transcription and Remote Access:

Introduced voicemail transcription and remote access, accelerating response times and improving follow-up with clients and partners.

...

Upgraded Connectivity and Streamlined Voice Services:

Improved legacy internet to a higher-quality, more reliable service that enabled a smooth transition to Webex. Enhanced connectivity, combined with lower per-line costs and value-added features from the UCx Smartvoice platform, contributed to overall savings.

The result is a modern, cloud-based communications environment designed to support both day-to-day operations and long-term growth.

Business Impact

Partnering with TPx helped Meals on Wheels-Diablo Region turn communications from a constraint into an enabler for mission delivery.

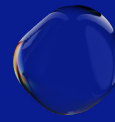
Substantial Cost Savings: Reduced monthly communications costs from roughly \$500 per month through the transition to the Webex UCx package and the elimination of traditional landlines. The organization now benefits from a more robust internet connection that supports Webex and enhances overall reliability.

- **Improved Reliability and Resilience:** A cloud-based platform and optimized connectivity helped maintain operations through disruptions, including infrastructure challenges following an office fire.
- **Better Experience for Seniors and Community Partners:** More reliable connectivity and streamlined call handling support the organization's ability to schedule deliveries, respond to inquiries, and coordinate services that directly impact seniors' well-being.

These measurable results demonstrate how TPx's managed communications model strengthens operational efficiency while allowing the nonprofit to invest more resources directly into its mission.

Customer Perspective

“The number one outstanding thing is the support and customer service. When we had issues TPx was there and responsive – even during the holidays.”



Lise Bodine,
Director of Administration,
Meals on Wheels-Diablo Region

Strategic Value for Business Leaders

For Meals on Wheels’ leadership, TPx provides more than a new phone system. The partnership delivers a communications foundation that supports growth, continuity, and stewardship of limited resources.

By consolidating communications with TPx, the organization is equipped to:



Gain greater financial predictability and reduce unnecessary telecom spend



Support hybrid and field-based work without sacrificing reliability



Maintain continuity of service during disruptions, protecting the seniors who depend on them



Confidently plan for future needs, including a move to a new facility and evolving compliance requirements.

This alignment between technology and mission helps ensure that critical services remain available when the community needs them most.

About TPx

TPx is your sidekick for smart IT - helping organizations connect, secure, and grow with confidence. Leveraging decades of experience, TPx delivers managed services for cybersecurity, networks, and cloud communications that reduce risk and maximize the value of IT investments.

Operational Value for IT and Administrative Leaders

For the internal team managing operations and technology, TPx has simplified day-to-day work and improved overall efficiency.

With UCx Smartvoice and Webex in place, Meals on Wheels is equipped to:



Provide staff with mobile-friendly communications tools that work in the office and in the field



Access voicemail and call information remotely, improving responsiveness to clients and partners



Onboard new employees more smoothly, simply by provisioning Webex accounts instead of installing new physical lines



Rely on TPx’s support team for ongoing troubleshooting, training, and enhancements rather than building deep in-house telephony expertise

The result is a more agile, manageable communications environment that elevates operational efficiency and strengthens service delivery.

[Visit TPx.com to learn more.](https://www.tp.com)