Veracity Networks Case Study
United Way of Utah County Turns to Veracity Networks for Industry-Leading Connectivity and Fiber Speed

For more than 40 years, United Way of Utah County has been involved in creating lasting change in the community. It partners with people and organizations in Utah County to build financially stable families, prepare children to succeed in school, and create a healthy community.

The Challenge

United Way of Utah County uses telephone and Internet services at its main office as well as at several United Way properties, such as Community Action Services and Food Bank, Centro Hispanico, the Crisis Line of Utah County and Center for Women, Children in Crisis and Utah Valley Paratransit. To keep each property fully connected, United Way of Utah County chose Veracity for the provider’s local approach to telecommunications and for its ability to develop unique solutions for the organization’s needs.

Local Solution

“I like being able to pick up the phone and talk to a local company who can respond quickly,” said Bill Hulterstrom, President and CEO of United Way of Utah County. “Veracity has been extremely competitive and creative in finding ways to provide the best services.”

For example, during a holiday season several years ago, the organization required more volunteers for its Sub for Santa program. Hulterstrom learned the organization had an opportunity to publicize the program on the radio within the hour, but he was worried about the capacity of his phone lines to handle increased volume of incoming calls. He contacted Veracity and the company augmented United Way’s incoming call capacity within a matter of minutes. “Veracity has always been very responsive in finding ways to help us,” said Hulterstrom.

United Way also uses Virtual Local Area Networks (VLANs), which allow employees to connect to their workstations remotely, whether from home or from another United Way property. This saves the organization time while ensuring employees can always stay in contact. “VLANs take away all the headaches of trying to connect to multiple sites and makes it a remarkable solution,” said Hulterstrom.

World-Class Results

Veracity has helped United Way of Utah County save on its telecommunications services, an important factor for a nonprofit. Hulterstrom said the savings, the service and the technology are all part of why United Way of Utah County has remained a loyal Veracity customer for several years. “I’m a believer in fiber technology; it’s one of the most secure technologies today,” said Hulterstrom. “The scalability of fiber is exciting and I’m excited for the future with Veracity.”