

“With Aptela, I can use the same features billion dollar companies have, which allows me to make a big first impression.”

—Chuck Wilsker, President and CEO, The Telework Coalition

### TelCoa The Telework Coalition

A membership organization promoting telework.

[www.telcoa.org](http://www.telcoa.org)

#### Counts on Aptela to help them:

- Work independent of location
- Maintain a big office feel
- Transfer calls easily and efficiently
- Never miss a call

With gas prices on everyone’s mind, not to mention a trend toward establishing healthy work/life balances, the interest in telework is growing. Supporting individual and corporate members, The Telework Coalition is helping to increase awareness of this option through education, research, and services. As the nation’s foremost advocate of the distributed workplace, communications are key to The Telework Coalition’s success.

**Challenge: Keeping distributed offices productive and connected.** The Telework Coalition maintains workplaces distributed across the United States. Though Chuck Wilsker has an office in Washington, DC, he’s rarely there, spending much of his time in his home office or traveling to meet with legislators, members and the media.

Because The Telework Coalition is a small organization with a large set of responsibilities, it is important for every employee to be available and productive, regardless of their physical location. And because they are advocates of teleworking, they understand the importance of offering their callers human contact.

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*“People ask me about teleworking technologies all the time. I won’t say something’s good until I try it out for myself. I enthusiastically support Aptela. It’s there for me. It works.”*

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**Solution: Implementing a system that’s a model of smart teleworking.** Chuck Wilsker met Aptela’s principles in 2000, forming a relationship with them and getting an inside line on the company. So when it came time to choose a phone system for The Telework Coalition, Aptela was the natural choice.

As one of the key technologies supporting telework—along with broadband access, a secure data connection, and a computer—Aptela delivers valuable capabilities and benefits:

- Enables advanced mobility, with every incoming call appearing as if it’s answered from the same office

- Supports productivity by allowing low-priority calls to be routed to voice mail, transparently to callers
- Transfers calls easily and efficiently, as if co-workers were in the next cubicle, even if they're across the country
- Allows them to receive faxes on the fly, making their support technologies as mobile as they are
- Intelligently routes calls through the organization so the phone is answered by the next available person

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*"Based on my past experience with other vendors, I'm always leery of technical support people. But Aptela's representatives surprised me - they even call a day later to ensure my issues have been fully resolved."*

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**Result: Supporting the vision of a passionate organization.** With Aptela, Chuck Wilsker and his employees are able to maintain the presence of a DC office, complete with a 202 area code, while enjoying the freedom of distributed offices and the mobility to conduct business from home, a hotel, on the road—anywhere they happen to be when a call comes through.

Chuck Wilsker spends a lot of time working with the press and cannot afford to miss a single call from outlets like The Wall Street Journal, Forbes or MSNBC. For organizations like The Telework Coalition that spend the bulk of their time on the phone and need to be readily accessible, Aptela often saves the day.

Thanks to Aptela, The Telework Coalition is able to:

- Optimize productivity by prioritizing calls and eliminating the time and stress of commuting
- Maintain professionalism through a powerful, yet easy-to-use phone solution
- Strengthen their presence by having a DC-based appearance, regardless of their actual location
- Establish a big-company feel on a small company budget
- Focus on running their business, instead of maintaining an in-house phone system



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