



WABAN

Case Study

ABOUT WABAN

WABAN, headquartered in Sanford, Maine, was founded 50 years ago as Camp WABAN.

Its initial mission was to provide people with developmental disabilities and other special needs a safe place they could visit to enjoy the summer and all the activities that come along with it. Now, with 450 employees, it has blossomed into a much larger organization and provides an array of comprehensive programs and essential services and support to over 3,100 children and adults with special needs each year.

OVERVIEW

Neal Meltzer, WABAN's executive director, has been with the organization for over 12 years. In this role, he has a wide breadth of responsibilities. He covers everything from working with local government officials to advocate for additional school services, to overseeing the organization's operational needs — including its communication solutions.

When Neal originally started working at WABAN, it used a T1 line for its internet and communication services. However, the organization was growing quickly, and WABAN needed to scale its technology and communication needs accordingly. Because of the scope of its services, the ability of employees to access information — like electronic health records — from any of its 25 locations throughout Southern Maine was crucial. Having connectivity and speed for both uploading to and downloading from the main server in Sanford was extremely important.

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Network reliability was also an important consideration at the time. WABAN had recently adopted an online autism curriculum that customized the learning experience based on a student's needs at its all-purpose school. In order to implement this program successfully, it needed a reliable



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network that could handle the multiple wireless devices the students were connecting with simultaneously without issue or interruption. The T1 line it was using at the time was constantly going down. It didn't have the reliability or scalability WABAN needed. So about five years ago, WABAN started building a relationship with Breezeline™ and exploring the idea of adding a dedicated fiber line.

Since they started working together, Neal has been impressed not only with the services that Breezeline provides, he has also been impressed with its commitment to the community it serves. At the WABAN Telethon — a community tradition and one of the organization's biggest fundraisers — Breezeline has consistently helped by not only getting the event produced and broadcast, but also by making sure it has the technology needed to support it. "Helping to ensure the telethon gets produced every year is a testimony to Breezeline's community involvement," said Neal.

SOLUTION

WABAN recently upgraded its solution and is currently using a dedicated fiber line. In addition to the reliability and speed it provides, it has also added an additional layer of security to the cloud-based applications WABAN uses, including its payroll solution. The extra capacity it gets from the fiber connection has increased its ability to do more video training for staff, allowing them to stay current with the most up-to-date teaching methods.

Neal is extremely pleased with the solution and the service he has received from Breezeline. He said, "The value of a relationship isn't when things are going well, it's when they aren't. Who steps up and helps you solve that problem? And Breezeline has consistently done that. That builds trust and a relationship we want to maintain."