

Wood County Society

Streamlining Operations to Ensure Seamless Communication

with Brandon Gress
Executive Director



The Wood County Society, located in Parkersburg, West Virginia (WV), is a nonprofit that serves the Mid-Ohio Valley (MOV) region. The nonprofit's mission is to ensure individuals with "intellectual and developmental differences" are recognized for their capabilities through programs, initiatives, and more. Two of their most notable programs include Camp Echo and Artbeat Studio.

"We continue to rise up each day to strategically meet the needs of our families and consumers in all program and impact areas," stated Brandon Gress, Executive Director.

As the Executive Director, Gress oversees daily operations, manages his leadership team and staff, and plans short and long-term goals. In summary, he works to ensure that society is meeting the needs of their consumers and communities.

Like most nonprofits, the Wood County Society is always bustling, planning new activities and accomplishing tasks. Much like they were five years ago when they first enlisted Biztec's help.

In 2019, the nonprofit was preparing to open their current office location. Prior to opening, the nonprofit was approached by statewide and regional affiliates with potential IT companies who could help them purchase and install phone systems, access points, and other key technology components.

"...we wanted to stay local and support local businesses who return that support with volunteerism, build the relationship and collaborations that are so important to supporting our sustained mission and impact," Gress said.

With this in mind, Gress went in search of a local provider and found Biztec. Located in Washington, WV, Biztec's service offerings, knowledge, and local presence appealed to him.

"When we opened our new space five years ago, Biztec was instrumental," said Gress. "[They] came in and provided professional and adequate service to meet the needs of the organization through telephone services, [installed] all of our IT needs to ensure that the organization was secure, operational, and [could] meet our needs head on for the opening."

The implementation process was seamless, according to Gress. Biztec's team provided the Wood County Society with service recommendations to ensure their systems functioned properly, as well as installed voice over IP (VOIP) phone systems.

"There was consistent, open communication and dialogue regarding the then current needs and potential future needs as we continue to grow our organization," Gress mentioned.

"Business Driving Technology" is Biztec's tagline, which defines their approach to business and

technology solutions. In essence, the customer's needs drive the solution, ensuring organizations only pay for what they need. The Wood County Society perfectly exemplifies this motive as they utilized Biztec primarily for their VOIP installation and a variety of break/fix services.

"The phone systems provided by Biztec are essential to our operations. The ease and function provide above-adequate services for our mission outside of the office," said Gress. "As [a nonprofit] we are very, very busy and we are faced with many opportunities each day. And [knowing] that the services and installation that was provided to us is a sustainable investment provided by Biztec...has been crucial to the organization."

To this day, the Wood County Society continues to utilize Biztec as their VOIP provider, ensuring seamless communication across their organization, as well as the non-profit's preferred IT resource. With Biztec's VOIP solutions, the society benefits from enhanced connectivity and cost-effective support, enabling them to focus on their mission with greater efficiency.

"Biztec is a one-of-a-kind local business that provides superb and professional service to our community."