

How UberConference is helping connect a healthcare nonprofit's growing international team



Possible

Case Study



Addressing the issue of healthcare “working the least for those who require it most,” Possible has set out to deliver high-quality, low-cost healthcare to areas that lack medical infrastructure, expertise, and resources. Right now, their main focus is building a durable healthcare system in rural Nepal.

Their work in Nepal started in 2008 in a region of over 250,000 people that made \$141 per year, lived 36 hours by bus one-way from the capital and healthcare center of the country, were recovering from a 10 year civil war, and didn’t have access to a single healthcare provider.

The Possible team was told that implementing durable healthcare in rural Nepal was unlikely, despite the country’s progressive policies. The problem was rooted in millions not getting the care they need from traditional private, public, and charity approaches. In search of a new approach, Possible took on the challenge and partnered with the Nepali government to implement new ways for positive healthcare outcomes to be

achieved, measured, and funded. Now that the project has come to life, the Possible team has found themselves working everywhere between their New York Headquarters to the rural mountains of Nepal. As the nonprofit grows, the need to stay connected between time zones and across continents has become more and more important.

With such an international team, Possible relies on UberConference to involve remote team members in daily check-ins and company-wide meetings.

“UberConference came at a time for us where we were increasing our number of remote meetings. Our team was growing both here in the states and overseas, and

it helped to institute a whole new system of one-on-one management meetings for remote team members,” explains Monica Landy, Possible’s Executive Assistant. “All of those meetings we needed to have but weren’t having before, we started having on UberConference. It made things so much more efficient.”

Monica was apprehensive about setting up her team with a new teleconferencing service, but needed to make the change from freeconferencecall.com to improve the call quality and decrease the amount of awkward interruptions and confusing conversations.

“As a young, growing team, we’re always excited to try new tools to help us be as efficient as possible, on a nonprofit budget.

UberConference has quickly become one of our favorites, and it has stuck so easily. I was nervous about whether or not there would be an adoption barrier. ‘Are people going to use this? Will it make sense?’, and when it did, it was so pleasantly surprising.”

What was initially attractive about UberConference to the Possible team was the ability to make international calls straight from the browser, at no cost. It helped solve the issue of call quality (all UberConference calls through Chrome are HD audio), while also staying within the budget of a nonprofit. The visual interface in the browser and mobile apps made it easy for Monica to manage larger calls.

“As the person who typically moderates the calls from behind the scenes, I love the ability to mute people and call people in. The interface was huge for us. It completely solved all of the problems of having a large conference call with the awkward fumbling of figuring out who’s on the line,” she explains. “I love the control panel element. It absolutely has cut down on time wasted during our important leadership calls.”

A few months ago, Possible went through a series of all-hands-on-deck strategy calls. These were a true test for the reliability of UberConference because people were dialing in from all over, including very rural parts of Nepal.

“Overnight, Uberconference became an essential tool in connecting our leaders across NYC, Boston, Seattle, and rural Nepal,” says Mark Arnoldy, CEO of Possible. “Traditional conference lines were especially problematic for our members calling in from rural Nepal where calls are often dropped or devices need to be switched due to lack of connectivity and electricity.”

Mark finds UberConference to be a valuable tool for his anywhere work style.

“Uberconference makes it so easy to manage productive group calls with a global team even in the most challenging settings. And as a result, the painfully awkward and frustrating traditional conference call is no longer a reality.”



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