

Overview

- Small business company with about 20 users
- Use phone system to generate sales and support employee collaboration
- More than 50% of employees are out in the field

Challenges

- Communication breakdown with people out in the field
- Cost to terminate calls
- Maintenance fees are becoming expensive because replacement parts are now harder to find
- Limited functionality on existing service

Solution

- Provided Linux based IP PBX with the following benefits:
 - Cost
 - Trixbox is an application-based system that inherits the OS-level redundancy.
 - End-to-end IP telephony
 - Users are now enabled with their own IP Phones and are not limited to the number of lines subscribed to the existing carrier. The 4-line limit was greatly expanded to support at least 4 users making calls at the same time.
 - The company was able to leverage both VOIP and POTS providers according to rates and usage.
 - Employees have the ability to work from home or on the road to prevent missing sales lead and important calls.
 - Activated follow-me and voicemail features to enhance user productivity.
 - Fax-to-email service
 - Reduced operating cost of printing fax information.
 - Employees became responsive in terms of reviewing and responding to contracts even when on the road.
 - Secured way of saving on faxes, as it is being hosted by the company and not by the 3rd part provider such as e-fax.
 - IVR system
 - Extended number of hours in Sales by enabling IVR functionality. The office is now accepting orders even during non-office hours. Existing customers can now call anytime and gets authenticated before they can browse the system to either query status of existing order, or place new order.