epygi

Case Study

The Government of the Republic of Armenia Turns to Epygi to Replace Their Outdated PBX Telephony System

Epygi Provides the Government with Reliability, Simplified Management and Enhanced Employee Productivity

Since the breakup of the Soviet Union in 1991, Armenia has made progress in implementing many economic reforms including privatization, price reforms and prudent fiscal policies. In 1994, the Armenian government launched an ambitious International Monetary Fund-sponsored economic liberalization program that resulted in positive growth rates. Economic growth has averaged over 13% in recent years with an increase in new sectors, including precious stone processing, information and communication technology, and tourism. Armenia has managed to reduce poverty, slash inflation, stabilize its currency, and privatize most small and medium-sized enterprises.

In addition, the Armenian government sees the direct connection between the adoption of technology to the economic rise in the country. More specifically, this Epygi installation with the Polycom VVX 1500 business media phones showcases this acceptance of new technology.

Unified Phone System

After seeing a demonstration of the award-winning Epygi line of IP PBXs and the VoIP gateways at the Armenian Digitec Expo 2009, the Prime Minister of Armenia Tigran Sargsyan was impressed with the Quadro's features including the video capability, reliability, cost-effectiveness and scalability; therefore, he decided to replace the outdated Panasonic phone system, one that utilized the outdated technology and was costly to maintain. In late 2009 and the beginning of 2010, two QuadroM32x and 30 Quadro2xs were installed in the main government building, which contains the prime minister's office, and in the remote ministries and other government agency offices to provide the government with one unified telephony solution. Two Quadro FXO gateways provided connectivity to the regular telephony network and to employees who still use the legacy PBX system, while another two Quadro FXS 16 gateways are

used to provide the backup links between the main government building and other offices in case some of the IP links fail. One of the two QuadroM32x is utilized as a hot stand-by to take over the control in case of failure of the main QuadroM32x.

In addition to simplified system management across multiple sites, the government employees are now on the same phone system, using 4-digit dialing to reach co-workers at any location. Epygi's Quadro Configuration Console (QCC) is a desktop application management interface allowing the Armenian government the ability to do mass changes across all of the remote locations, such as configuration restores, back-ups and surgical changes. Additionally, the Quadros include a full SNMP MIBs library detecting any alarms on the units. Each location can be managed by a web-based GUI that provides staff members with easy access to the system from anywhere on the network, enabling the management of every site, including voicemail, automated attendant and the addition of other extensions.

"Epygi is always there when we need them, and the product has lived up to what the company promised," said Tigran Nazaryan, the Chief of Division for IT and Special Systems. "Epygi also really listens to its customers in terms of enhancements it makes to the system. Our users really like the new Epygi system, and it has improved our communications and productivity. Epygi has prepared us for the future as our country continues to grow."

Rich Feature Set Improves Productivity

Overall, the Epygi solution was able to provide the government and its employees a low cost but high quality telephony solution with a full feature set, including video calls, end-to-end voice encryption, detailed call reporting, redundancy and computer telephony integration. The Epygi solution allows staff members to have regular internal and external conference calls using the integrated conference server on the M32x.

The installed Quadros, along with other phones, currently support 40 Polycom VVX 1500 business media phones across all locations for point-to-point video calls. Most importantly, Polycom, Inc. recognized this deployment of 40 Polycom VVX 1500 business media phones as one of the largest installation of video phone in 2009 in the EMEA (Europe, Middle East, Africa) region.

"Epygi Technologies offers a reliable, affordable and feature-rich telephony platform that delivers the value of the Polycom VVX 1500 business media phones to the Armenian government," explained Tim Yankey, senior director of product marketing at Polycom. "With the VVX 1500 business media phones and Epygi's Quadro IP PBXs, the Armenian government employees are able to initiate high quality, ad-hoc voice and video calls with the simple touch of a screen, which streamlines collaboration, enables faster decision-making and improved productivity."

About Epygi Technologies

Epygi Technologies, Ltd., a worldwide provider of IP PBXs, gateways and conference servers supporting small businesses to enterprise's telephony needs, is a private US company founded in 2000 and has its headquarters in Plano, Texas as well as a development lab in Yerevan, Armenia. It designs and manufactures its market-leading products using its own IP PBX call manager software based on standard SIP technology. Through its network of respected dealers in over 45 countries, Epygi provides converged telecom solutions to organizations wherever they are.

Reliable, secure, and easy to install and use, the Quadro range of IP PBXs, VoIP gateways and cost-saving conference servers offer users outstanding benefits and an unparalleled range of features at very economic prices. The state-of-the-art equipment gives superior sound quality and a quick return on investment because of its low maintenance cost. Organizations with offices with multiple branches, call centers, remote workers and locations with 2 – 200 employees are benefiting from Epygi's best-of-breed Quadro solution. These customers are able to improve their productivity, lower operating expenses, enhance their image and while affording the latest in telecommunications equipment.