

 carewatch

## Epygi Provides Carewatch with the Best VoIP Solution

Carewatch is a leading provider of home care service. With more than 20 years of experience, Carewatch maintains a reputation for high quality and personalized home care service for elderly customers. They strive to provide the best healthcare while helping to preserve their patients' dignity so that they maintain their independent living.

### **A Need for Efficiency**

In order to provide the best at home care possible, Carewatch chose to invest in a

reliable and efficient phone network to replace their current group of mismatched phone systems and exhaustive list of vendors. When researching the best VoIP telephony systems, Carewatch looked for reliable support and service, free intercompany calls and a reduction in their overall telecom costs. By choosing to install Epygi, they were able to eliminate unnecessary vendors and phone handset manufacturers for a more reliable, efficient and less expensive solution.



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Due to Epygi’s open-standards IP PBXs, Carewatch was able to use their existing Cisco handsets with their new QX1000. Epygi also provided features such as Call Recording and standardized telephone support to ensure the best care for their customers. With the help of Epygi’s Value-Added Integrator, Activereach Ltd., they were able to install the system. “The Epygi system is incredibly flexible and feature rich, giving Carewatch an excellent return on investment,” said Paul Clutten, Head of IT, Carewatch Care Services Ltd.

## A Vast Improvement

Since the Epygi installation, Carewatch has greatly reduced their phone bills and has continued to provide excellent customer care and satisfaction.

Carewatch purchased two QX1000 as the primary and redundant phone system. The QX1000 has the ability to be in a 1+1 redundancy design where a second unit is running as an active standby unit. The primary QX1000 has the one-time Call Recording activation license deployed on it. The secondary standby QX1000 and the one-time Server System Redundancy Activation license are activated to give a seamlessly fail-over plan.

## About Activereach Ltd.

Activereach Ltd provides a diverse yet effective range of networking, security, and voice solutions to businesses across the UK, Ireland and mainland Europe. These include DDoS protection and testing, networking to connect multiple local area networks with EFM or traditional Ethernet WAN circuits to create one large secure voice

and data network, with cloud based services such as mail/web filtering and hosted email, whilst harnessing onsite bespoke servers and storage area networks. Everything we do prioritizes security, performance, and resilience. Our customers enjoy outstanding service; industry recognized support and access to a team of individuals that are the best in their field, supported by both technical qualifications and experience. We work as an accredited partner with vendors to shape the appropriate solution for your requirement and your budget.

## About Epygi Technologies

Epygi Technologies, Ltd., a worldwide provider of award-winning IP PBXs and Gateways supporting small businesses to enterprise’s telephony needs, is a private US company founded in 2000 and has its headquarters in Plano, Texas. Reliable, secure, and easy to install and use, the Epygi products offer users outstanding benefits and an unparalleled range of features at very economic prices. Customers are able to improve their productivity, lower operating expenses, enhance their image and while affording the latest in telecommunications equipment. Visit us on our website, follow us on Twitter, like our page on Facebook and join our LinkedIn group.

