



## Epygi Technologies Makes it Easier to Connect with the Henner Group

The Henner Group is a worldwide provider of health insurance and is divided into three areas of expertise: GMC, GO and API. GMC, Garantie Medicale et Chirurgicale, focuses on medical coverage plans associated with a single direct-settlement system accredited with selected healthcare professionals. GO, Garantie Obseques, concentrates on funeral coverage and negotiations. API, Assurances et Prevoyance Internationales, provides competitive insurance rates for companies. These three smaller entities combine to make the Henner Group a leader in the area of social protection.

The Henner Group supplies healthcare insurance to Roland Garros (French Open), a premier clay Grand Slam tennis tournament, and the World Cup French football team. By supplying insurance to these two major events in the sports world, the Henner Group defines itself as a versatile, competitive and cutting-edge company.

### The need to connect

With a business case to connect all locations, France, Brazil, Vietnam, Kenya, Israel and Singapore, with a reliable telephone system for a cost-efficient price, the Henner Group began their search. The Henner Group previously relied on outdated phone systems to connect all their offices to their customers, so they knew it was time for an upgrade; Epygi Technologies was their solution. They decided that a new IP telephony system would provide the company with increasingly necessary enterprise-class communication features and functionality.

Epygi Technologies is the affordable and feature-rich alternative to Alcatel, Siemens, Nortel, Avaya, Mitel, Cisco and Aastra, making it the easy choice for the Henner Group. Acf'2i, Epygi Technologies' Value-Added Reseller (VAR), installed the system in under four hours, allowing the Henner

Group to take advantage of all the VoIP features immediately.

By installing various Quadro models at global locations, the Henner Group is able to eliminate all internal international fees. Three features that the Henner Group use predominantly in order to reduce their outbound dialing charges are iQall, callback through the auto attendant and website callback. The Henner Group employees no longer pay outbound dialing charges, because these three applications allow them to have Epygi's Quados call them back and place calls through the internal system.

## The Henner Group employees reap benefits

The Henner Group is happy with all their new Quadro features, but they are most pleased with the customer service and training that Epygi provides through Acf'2i. All of Epygi's Quadro systems are easy to use, simple to manage, flexible and reliable. This helps employees spend more time doing their job rather than learning how to use a new system. All employees are now on an integrated phone and voicemail system, allowing them to use a unified dialing plan to reach employees at any location around the world.

The Henner Group is looking forward to installing the video conferencing bridge available on the QuadroM32x with their Polycom VVX 1500 business media phones. Additionally, the video conferencing bridge allows users to manually or automatically switch between people depending on who is speaking. This Epygi solution offers premium, easy-to-use video conferencing at a low cost.

This installation reduces the Henner Group's overhead expenses greatly. "The installation and training didn't take very long, and then they were out of our hair. Epygi really surprised us with not only good service, but were also respectful of our time and space, unlike our last phone company. Epygi is winning against the more expensive alternatives," says Technical Director André Bigot.

## About Acf'2i

Acf'2i is an Epygi certified knowledge resource,

integrator and reseller located in Marseille, France. Acf'2i is a French leading company specialized in VoIP/ToIP solutions. Our own SIP soft switch platform is interconnected with the major telco operators in France and worldwide. Acf'2i provides SIP accounts and trunks in wholesale and retail for end users as well as SMB corporations in France and overseas. With our web interface, users can easily manage their accounts, balance and activate many additional features. We have specific services for telephony resellers with 99.98% availability and high standard voice quality. Our terminations are available everywhere. We provide DIDs in many countries in accordance with the local telecom authority recommendations. To learn more information about Acf2i, please visit their website at [www.acf2i.com](http://www.acf2i.com).

## About Epygi Technologies

Epygi Technologies, Ltd., a worldwide provider of award-winning 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. Reliable, secure, and easy to install and use, the Quadro 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.

