



## Millennium Mall in Venezuela Chooses Epygi Technologies

### Epygi Delivers on Promises with Increased Functionality

Opened in October 2008, Millennium Mall is one of the most visited retail shopping centers in Caracas, Venezuela. Housed on six floors, a total of 215 stores and restaurants service over one million visitors a month. A popular movie theatre which is enclosed in the mall also attracts many shoppers. In addition to all of these amenities, the mall accommodates a 12-story building which provides offices to the following companies: a dental office, shipping office, therapy clinic, stock exchange firm, plastic product distributor and a real estate agency.

Prior to the mall opening, the mall knew it would need to provide their tenants with a reliable and feature-rich telephone system in order for all of the businesses to run efficiently. The owners of Millennium Mall tasked the employees of Vensites, a third-party billing software application, to create a unified telephony system that

seamlessly integrated with their software. Additionally, Vensites not only wanted to provide IP PBX functionality to each of the retail occupants that required these services but simultaneously simulate a PSTN connection comparable to the features offered by a public analog provider. During the research and testing process of various IP PBX manufacturers, Vensites contacted Epygi's engineering staff, in which Epygi was able to confirm that the award-winning QuadroM32x met all of the above mentioned demands while being the most cost effective and technically advanced product compared to others on the market. "The Epygi system is very reasonably priced, and it includes so many features bundled together. In addition, Epygi's technical support exceeded our expectations from the beginning," said Rudolph Fellermeier, director of voice services of Vensites.

## Easy to Implement, Use and Manage

For this installation, Vensites quickly and easily installed four QuadroM32x in tandem to create one telephony solution for the mall. Using the built-in E1/T1 port of each of the QuadroM32xs, the system is directly connected to the PSTN via three E1s. The LAN of the Quadros is connected to a star-shaped fiber network, in which each of the retail stores and restaurants have a fiber modem installed at their premises. The fiber modem has two ports for analog telephones and four LAN ports which provide connections for IP phones, Point of Sale (POS) systems and data for the Internet service. This allowed Vensites to provide 500 analog and IP phones, which included Grandstream BudgetTone 200 and 201 SIP phones and GXV3000 and GXV3140 video phones, to the tenants of Millennium Mall.

To accommodate all of the mall's visitors, the mall includes a 6-story underground parking facility. The administration office where visitors prepay their parking tickets is surveyed by Grandstream IP cameras. In order to provide maximum security, Vensites connected Grandstream IP cameras and video phones to the QuadroM32xs as IP extensions. Epygi does not require the purchase of any expensive licenses in order to activate point-to-point video calling on the QuadroM32x. In cases of emergencies, the cashiers can press a panic button which triggers the associated IP camera to stream a video feed to an IP video phone. Alternatively, an employee can call an IP camera through an IP video phone.

## Powerful Features Improve Reliability, User Productivity and Customer Service

With the integration of the Vensites' billing software and Epygi's QuadroM32xs, store owners can easily log on to Vensites' website to view the services they have subscribed to, their monthly bills, incoming and outgoing call details and price per call. "This flawless integration continues to give the retail stores the peace of mind that all of the combined equipment provides the comprehensive solution they need in order to be efficient day-to-day," stated Fellermeier.

"Epygi provided us the technology and flexibility to allow us to create a telephony product that would make our users believe that they were on PSTN services while still affording them the opportunity to take advantage of IP PBX features," further explained Fellermeier. Many of the stores utilize an auto attendant which quickly and proficiently handles incoming customer calls. In addition, users

find many extension ringing and call forwarding features beneficial. For monetary protection, the store owners can activate call blocking on any outgoing long distance toll calls.

## Moving Forward

Millennium Mall will continue to provide reliable service and features to future tenants. "We are thrilled to have found and partnered with Epygi and look forward to future features to offer to the mall," concluded Fellermeier.

## 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. 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.

