



Vin et Privilège Labels Epygi Technologies as Their Preferred Telephony Solution

Vin et Privilège is a trusted world manufacturer of packaged wine bottles for both residential and corporate customers. Based in Saint Emilion, France, located near the famous French wine region of Bordeaux, Vin et Privilège supports their customer base with two call centers with a total of 30 agents. Effective communications has become an increasingly important part of the company's recipe for success. When Vin et Privilège opened their second location in Saint Emilion, the company's executives decided to find a feature-rich and flexible telephony system that would integrate with their specialized, Windows-based customer relationship management (CRM) software that was specific to the wine trading industry.

Epygi Wins Out

Before the integration, Vin et Privilège researched and evaluated a number of products, including Epygi and Alcatel-

Lucent. After seeing Epygi demonstrations and testing the Quadro4x with Epygi's Third Party Call Control (3PCC) license, the company decided that Epygi offered the high quality features the company needed, the lowest total cost of ownership and the ease of integration with their CRM system.

Epygi's Value-Added Reseller, Acf'2i, was able to deploy the Quadro with the software integration in only three days. The new deployment significantly decreased the company's telecommunications cost, which the company was lacking with their legacy PBX at their other location. "With the new system, Vin et Privilège is able to integrate with their CRM system, while still reaping the cost-savings that Voice over Internet Protocol (VoIP) has to offer," explains Christophe Turpin, project manager of Acf'2i. "With the Quadro, employees are now able to initiate outbound

calls from their CRM with a click of their mouse.”

Vin et Privilège’s successful deployment was due to Epygi’s open standards approach to VoIP. Even though Epygi is not an open source platform, the Quadros are able to integrate into a wide variety of unique application, similar to Vin et Privilège’s CRM.

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 softswitch 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.

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.