



## Carma Construction Builds Business with VoIP

### Leading Retaining Wall Installation Company Reduces Communications Costs with Epygi Technologies

Based in St. Charles, Missouri, Carma Construction develops attractive, durable and aesthetically pleasing retaining walls to complement any residential or commercial landscaping. The company provides homeowners with well-designed retaining walls which offer not only a beautiful accent to their outdoor environment, but they also provide an effective tool of support against erosion.

#### **New Office, New Phone System**

In 2010, Carma Construction took a close look at how it could reduce its communications costs, as they made their move to a new office location. At their previous location, the employees were using a basic analog key system. The company wanted to

take advantage of the cost savings that Voice over Internet Protocol (VoIP) technology offers while still staying in their hardware budget for the new telephony equipment. When deciding to move to VoIP, the company placed priority on ease of implementation and operation, scalability and cost-effectiveness. Carma Construction decided on Epygi Technologies, specifically for its advanced technology, robust feature set, low upfront investment and high overall ROI. "When moving to a new office, we wanted to keep the hardware costs down. By using a single business DSL line, SoTel SIP services and Quadro2x, we have kept the costs in line with the budget without sacrificing quality," stated Wade Schmidt, President of Carma Construction.



“Epygi was able to deliver a cost-effective solution with the same robust features of the more costly IP PBX manufacturers,” Schmidt, President of Carma Construction.

With the help of Innovative Technology Group (ITG), one of Epygi’s Value-Added Integrator, Epygi installed a Quadro2x and snom 320 handsets at Carma Construction in less than an afternoon’s time. “Epygi was able to deliver a cost-effective solution with the same robust features of the more costly IP PBX manufacturers,” said Schmidt.

### Features Improve Business

Epygi’s Find Me Follow Me feature allows Carma Construction employees to have callers reach them wherever they are—at their desk, on their cell phone, or at home if they choose. “Since most of the sales people handle construction-related services, they needed to be reachable via their cell phones. The Find Me Follow Me feature offers the most flexible solution for doing this,” explained Schmidt. “It allows our employees to be productive from the road, and it also means there are fewer calls they have to return when they get to their destination or when they return back to the office.”

Additionally, voicemail messages of all of the employees are stored in the industry-standard WAV Audio for Windows format, allowing users to play them on their cell phones, multimedia PCs, attach them to e-mail messages and forward them to the right people. Carma Construction enjoys this built-in feature of the Quadro2x as it helps their staff respond to customers’ inquiries quicker no matter where they might be. Furthermore, Epygi’s Auto Attendant, also utilized by Carma Construction, provides 24-hour automated call answering and routing to improve service and enhance the company’s image for inbound callers.

### Carma Construction is Happy with the New Change

Carma Construction is maximizing the capabilities of the Epygi system. “The basic business problems have been solved by Epygi, which is fantastic. Next, we look forward to leveraging the features and functions we haven’t tapped into yet. We’re excited about future enhancements and plan to continue to work with Epygi and ITG to enhance the telephony at Carma Construction,” concludes Schmidt.

### About Innovative Technology Group

Innovative Technology Group (ITG) is a full service audiovisual systems and network integration company giving our clients the best possible solutions that they need and is the foundation for all we provide. ITG was founded in 2001 on the basis of engineering and customer service principles. Partnering with Color Art Integrated Interiors, a premier facility integration company in the Midwest, we have transitioned from an audiovisual integration company to a comprehensive, technology company. We are subject matter experts in audio, video, VOIP telephony, cabling, network infrastructure and bandwidth.

From developing short term technology goals to long term strategies, we bring you the best trained team in our industry - a resource of knowledge and experience. From boardroom projection, signage and video-conferencing solutions to bandwidth and IP telephone systems, our highly skilled and AVSP certified team is only limited by your imagination.

### 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 U.S. company founded in 2000 and headquartered in Plano, Texas. Reliable, secure, easy to install and use, Epygi’s 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, 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.



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