



Epygi Increases Efficiency for DocuXperts

DocuXperts is a national provider of customized office supplies, including computers, printers, scanners, projectors, laptops and more. They partner with Xerox to provide equipment leasing, service and maintenance for each of their products as well. Located in Northern Mexico, DocuXperts has offices in Juarez, Chihuahua, Tijuana and Nuevo Casas Grandes. As a Xerox Elite Partner, DocuXperts distinguishes itself by providing exemplary customer service. Their Elite Partner status provides them with early access to new product releases, as well as the latest Xerox innovations, in order to ensure customer satisfaction.

A Need for Efficiency

When searching for a telephone system,

DocuXperts had a few requirements in mind. They were looking for a call recording system to provide greater customer satisfaction, as well as security features. Call statistics was another necessary feature in order to monitor employee productivity, customer calls and line usage. In addition, an easy-to-use interface was critical for their technical team to handle common issues, such as setting up extensions without having to spend excess time with their technology integrator. DocuXperts decided to install the QuadroM8L and the Epygi FXO Gateway in their Juarez, Mexico office and another QuadroM8L for their other company branch located in Chihuahua City. Both Epygi installations replaced DocuXperts previous Samsung analog systems.



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Features that Promise Customer Satisfaction

With the help of CETEY Ideas, DocuXperts was able to have the system installed quickly and at their convenience. “The Epygi system provided a full set of features that were particularly appealing to their business model,” said Representative Fernando Luna of CETEY Ideas. “Most of the features come standard in the equipment so there is no need to purchase additional licensing. This economical advantage is a big part of why I recommend this product.” A few features included in the system are voicemail, paging, call statistics and personalized on-hold music using the Epygi Media Streamer. While other solutions could handle these telephony requirements, they would require a much bigger investment, additional specialized licensing and a much greater technical knowledge.

The built-in Epygi call paging feature eliminated the need for an overhead PA system and created a more professional atmosphere for the company. Because of the employee satisfaction and increased efficiency, DocuXperts plans on installing another unit at other locations. “With two Epygi implementations, our calls between branches will not only reduce costs but increase productivity making it easier, less expensive and faster to communicate with our other locations, as well as for customers trying to reach our remote locations,” said Gerardo Quiroz at DocuXperts. In addition, “the call recording feature proved to be not only a customer satisfaction tool, but also a security feature as all of our calls to our operator and sensitive personnel are now recorded.”

Epygi products provided DocuXperts with the efficiency and affordability they desired. In addition to their original needs, the features already included in the system added increased

security and customer satisfaction at no additional cost. They were so pleased with their results that they plan to implement Epygi systems in their other offices.

About CETEY Ideas

CETEY Ideas was founded by a group of telecommunications and I.T. professionals with joint experience of more than 10 years in the local market. CETEY Ideas is a company dedicated to the Mexico/U.S. Border region and is characterized by a strong focus in service and quality. It guarantees its clients a fully trained staff with up-to-date certifications in the different brands they carry and solutions they offer. CETEY Ideas specializes in the integration of IP voice and data and video networks, as well as both physical building and network security solutions. They currently provide service and solutions all along the Mexico/U.S. border region, providing networking solutions for businesses of all types and sizes.

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.



Case Study - DocuXperts