



Epygi Updated Gil Pharmaceutical's Phone System as They Transitioned to a New Office

Located in Ponce, Puerto Rico, Gil Pharmaceutical was established in 1990 and is a manufacturer and distributor of prescription and over-the-counter medication. Gil provides medications for respiratory conditions, allergies and general health care. Their commitment is to developing and improving products to meet specific needs of each patient. Gil services over four million people, and their years of excellent service, knowledge and honesty has distinguished them from their competition. Gil's goal is to expand their market into the United States, as they continue to provide the best healthcare solutions.

An Upgraded Phone System for an Upgraded Office

When moving to a new office in 2011,

Gil Pharmaceutical decided they needed to upgrade their phone system from their 10 year old and outdated Nortel PBX to Epygi. Switching from their old Nortel PBX to Epygi's PBX has provided Gil Pharmaceutical with a variety of advantages and additional features. Rochet Business Technologies, one of Epygi's Value Added Integrators, installed a Quadrom32x with the Audio Conference Bridge. With the plethora of new features that Epygi's products have, Gil employees have taken advantage of these and incorporated them into their business routines. The Rochet installation team taught the staff how to use the new features that are included with their phone system.

The added conference feature allows for the company to record conference calls, password protect



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calls, lock a conference and mute participants. Additionally, the conference feature can automatically reschedule re-occurring conferences. The lecture mode allows the moderator to permit only one person to speak; also in this mode, participants are able to signal when they have a question. All of these features allow for optimum conferencing capabilities.

Customizable Features

The Auto Attendant is very customizable and ensures that customer calls are directed to the correct employees. Additionally, the voicemail forwarding feature has become a part of the company’s daily routine. Either the night before or in the morning, President Jesus Gil records voicemails about what tasks need to be done that day. The voicemail is then sent to a predetermined list of extensions, so that everyone gets the information that they need. When the staff arrives for the day, they each have a voicemail with his instructions on it.

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In Constant Contact

In order to become more reachable, the representatives at Gil are using the Find Me Follow Me. This feature allows the employee to have phone calls track them down wherever they may be. The Find Me Follow Me feature has helped the staff become more accessible to their clients, which is so important when the matters they deal with can be life threatening.

The voicemail-to-email feature has helped the company become more efficient and able to respond more quickly to clients. Epygi’s voicemail-to-email functionality works by storing voicemail messages of all of the employees in the industry-standard WAV audio for Windows format. Users are then able to play them on their cell phones, multimedia

PCs, attach them to e-mail messages and forward them to the right people.

Epygi is always coming out with new features that enable small businesses to expand their phone system as they grow as a company. With the variety of features that Epygi offers, small to medium businesses are better able to keep up with the service of larger companies. Epygi looks forward to continually working with Gil Pharmaceutical as they expand and grow.

Rochet Business Technologies

Rochet Business Technologies, located in San Juan, Puerto Rico, is a firm specialized in Information Technology (IT) solutions and services for medium and small businesses. Their main strength is the ability to provide end-to-end business technology services to a wide range of businesses in diverse industries. They can provide all technology related support services, from the design and implementation of complex applications to the physical layout of a local area network. Another key area of expertise is the design, installation and support of secure systems. All aspects of our clients business needs are taken into consideration when these systems are designed, to insure that IT performance is aligned to the business goals.

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 - Gil Pharmaceutical