



Epygi Provides Global IT Services with Cost Efficiency and Reliability

Global IT Services, founded in 2006 and located in Sunshine Coast Queensland, Australia, sources, sells and supplies PoE clock devices and associated hardware. Their product and technology solutions span a diverse range of industries, including schools, small to medium enterprises and corporations.

Time For A Switch

Global IT Services previously had a Panasonic digital phone system, which utilized standard non-VoIP phone services. They needed to reduce the crippling costs of standard voice services for local, national, mobile and international calls, while availing inbuilt phone system features that could auto-answer calls. They desired a phone system that could better direct the enquiry, reduce external

mobile phone call costs, provide their staff softphone technology so their phone extensions can follow them as they travelled, while simultaneously reducing call costs.

Global IT Services chose to install Epygi's Quadro2x due to its ample capacity in terms of supported extensions for intended staff numbers. Epygi was one of the few vendors with an IP/VoIP Gateway solution in 2006, which was supplied to Global IT Services by one of their suppliers, Alloy Computer Products.

Unfailing Service

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Global IT Services found the flexibility to utilize any SIP compatible phone headset with their Quadro2x to be the most important functionality of Epygi’s Quadro product line. This has allowed them to add extensions for new employees quickly and inexpensively. Additionally, workers who travel frequently can utilize their laptop with a softphone making them more productive.

Feature Productivity

They have thoroughly utilized incoming call overflow to the DID number allocated through a VoIP service provider, realizing a very cost-effective solution that removed massive costs of multiple incoming traditional phone lines and rotary services. Other features Global IT Services had found particularly useful are Find Me Follow Me, so employees have calls track them down wherever they are. This Quadro feature makes their employees more efficient, because it gives them the ability to handle office tasks from any location. Additionally, employees can call into the Quadro by cell phones and using the Call Relay have those calls placed out to a designated number so the call now appears from the office rather than cell. The Auto Attendant directs incoming calls efficiently for the company.

Timeless Reliability

“I have become aware of many competitors, but have never seen a reason to use an alternate solution from a competitor,” said Nick Hill, Managing Director/National Sales Manager at Global IT Services.

Since 2006, the Epygi system has been easily relocated with Global IT Services four times as they have moved offices. Due to the continued reliability and hardware stability, Epygi will continue to provide Global IT Services superior telephony features.

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.