



## Grand Island Utilities Learns How Fluid Epygi Is

The Grand Island Utilities Department, located in Grand Island, Nebraska, distributes electricity and water to homes, businesses and industries in the surrounding area. The Utilities Department supplies electricity to 24,519 customers and provides water distribution to 15,765 customers. To meet the needs of the citizens of Grand Island, the Utilities Department is organized into four major divisions: engineering, generation, electrical distribution and water. The Utilities Department is owned by the customers it serves and is governed by the Grand Island City Council as a financially self-supporting entity of the City of Grand Island.

### Affordable and Feature Rich

Grand Island Utilities' main concern was getting the best deal on a phone system with essential features. Grand Island

Utilities chose Epygi over Avaya and Iwatsu because of Epygi's affordability and vast features it provides. The new Epygi system was installed in a week simultaneously while the old system was still active, ensuring that no call went unanswered and that the office did not have to stop procedures during the installation process.

### Auto Attendant Routes Calls More Effectively

When updating their phone system from their outdated analog system, the most important feature was having the ability for the Auto Attendant system to manage calls between the dispatch center and the engineering offices. During times of high call volume, like in instances of blackouts, it is important to have an effective Auto Attendant. It



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is crucial to manage calls, because it reduces the number of calls placed to the 911 dispatch centers. “Our new Epygi system has reduced the number of calls that our staff has to answer by utilizing features such as Auto Attendants and menus. It has also allowed us to handle a larger call volume during emergency situations by taking advantage of the advanced features of the system and processing calls more quickly,” said Travis Burdett, Grand Island Utilities’ Assistant Utilities Director.

## Complete Customization

The very customizable Auto Attendant is another feature Grand Island Utilities has found particularly helpful. The ability to have multiple layers ensures that calls are processed quickly and are directed to the correct people. Additionally, the employees are divided into separate departments based on where the calls need to be routed. Grand Island Utilities can organize its departments into call departments to enhance efficiency. This helps to consolidate its calls to one number per department and calls are then routed to the next available person within the group. Having the departments separated provides the organization with basic reporting capabilities to help it measure call volume and make staffing and schedule changes as necessary.

Furthermore, Grand Island Utilities had a special request to be able to selectively choose the outgoing lines based on which extension originated the call. This was easily handled by the powerful and flexible call routing table of the QuadroM26x.

## Installation with Ease

Platte Valley Communications, a Value-Added Integrator located in Grand Island, installed a QuadroM26x which was compatible with their snom 870 and snom M9 phones. The QuadroM26x is compatible with both analog and IP devices. It supports 26 analog devices and up to 80 IP phone extensions. The system supports SIP lines to connect to an Internet Service Provider and eight FXO lines. The ability to support analog lines is crucial, because the area in which the company is located does not receive affordable internet connections.

The analog lines provide for a more reliable and affordable connection allowing the company to take complete advantage of all the features. Additionally, by seamlessly stacking a Quadro FXO gateway on top of the QuadroM26x, Grand Island was able to add more incoming FXO lines into their system, accommodating more incoming or outgoing calls.

## About Platte Valley Communications

Platte Valley Communications was founded in 1968 by Howard Nispel and currently has offices in Grand Island, York, and Central City, Nebraska. Platte Valley Communications is an authorized Motorola Two-Way radio dealer as well as an authorized VAR for the Motorola Canopy wireless products. Additionally, Platte Valley installs and maintains security systems and is a Certified reseller of the Exacq Vision NVR and software products. Our security products include Ademco alarm systems, door access control systems, and traditional and IP cameras. We are also a reseller for DISH Network products and have recently added installation of multi-mode fiber optic to our product offerings. With the popularity of the IP protocol and fast switching technology available today, it only made sense that Platte Valley Communications add IP PBX systems as well as other IP-based products to our offerings.

## 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.