Rapid Change Drives Insurance3 to VoIP
Flexible Epygi Voice System is Easy to Manage, Reconfigure and Expand

In the summer of 2010, Insurance3, a personal and commercial property insurance company located in Dallas, Texas, started shopping for an IP PBX phone system to replace their outdated Nortel Meridian that they had had for the past 12 years. With their Nortel system, Insurance3 and its employees were unable to operate the functions of the phone system offered, because they had to call a service person out to their office to reconfigure the system anytime they wanted anything changed which was very inefficient and became very expensive. Presently, the employees of Insurance3 are now reaping the benefits of voice/data convergence, courtesy of the QuadroM8L from Epygi Technologies, Polycom 650 IP phones and snom 300 IP phones. The move over to Epygi "allows Insurance3 to use VoIP technology to enable more telecommuting ability with our partners," stated Kyle Byrd, CEO of Insurance3.

Searching to Meet Demands
When Insurance3 went on their search for their new IP PBX, here were a few of their demands for the system to meet: a single system to be distributed across multiple sites and change or expand easily to meet business needs; trunk consolidation and least-cost routing to reduce costs; and unified messaging and other convergence-enabled applications to boost efficiency and productivity and improve customer service. After investigating Epygi, Toshiba, NEC, Zultys, Cisco, Avaya and a few Asterisk-based systems, Insurance3 quickly discovered a lot of differences in whether and how the various IP PBX vendors delivered on these promises, and narrowed down the field.

Seeing is Believing
After seeing a demonstration in Epygi's headquarter

in Plano, Texas, Insurance3 was particularly impressed with Epygi's award-winning line of Quadro IP PBXs. "In particular, we chose Epygi because we wanted simplicity when buying a system. The Quadro had all of the features we needed already built-in, and we did not have to get any third-party software or hardware," explained Byrd.

In August 2010, Advanced Communications LLC, Epygi's authorized Value-Added Integrator, installed the QuadroM8L in Insurance3's office in an hour. In addition, Tel West Network Services Corporation was able to double Insurance3's bandwidth by providing them two T1s, web hosting and SIP trunks for the same price as their previous data and voice communications provider.

"Overall, we upgraded to gain efficiency, features and ease of use at an affordable price. Epygi is helping to lower our long distance cost, service maintenance cost, increase productivity by enabling the usability of phone systems features that we previously could not access," said Byrd.

Immediate Hit with Users

Epygi's intuitive Quadro user interface was an immediate hit with Insurance3 employees. Voicemail messages are stored in standard WAV files, and users can play them, attach them to e-mail messages, or embed them in other documents. Additionally, Insurance3 staff members are using Epygi's Find Me Follow Me feature where calls automatically get routed to employees wherever they happen to be—such as a temporary office, hotel room, or home office.

Flexible Yet Manageable

Flexibility often comes at the expense of simplicity, but Byrd reports that the Epygi system requires very little management. To make a change to the old Nortel system, an administrator had to program it over into the PBX using key commands. With Epygi, Byrd's staff doesn't have to wait two days for a technician to come out as was custom with the old system. Most changes now can be made in minutes from any web connection.

"There are so many more things we can do with the system," explains Byrd. He says Insurance3 is still just scratching the surface of the Quadro's ca-

pabilities. The technology has multiple levels, and its depths can be implemented gradually as business requirements dictate. In the future, Insurance3 plans to use the QuadroM8L's Barge In features, which allows managers the option to monitor and even break into calls, which helps with agent training and ongoing quality control. In addition, agent performance can also be checked after the fact, by querying Epygi's complete call history database.

"In general, Epygi is very robust, cost effective and very flexible, while also being extremely easy to use and manage," sums up Byrd. "I have no doubts about the system's ability to meet our needs today and as we continue to grow."

About Advanced Communications LLC

Advanced Communications LLC offers businesses a single point technology solution for the small to medium enterprise businesses for business phone systems including digital phone systems and VoIP phone systems, data networking, infrastructure design and implementation, business phone/date service/T1/VoIP service, surveillance systems as well as audio/video installations. Advanced Communications provides free quotes, and design services for business phone systems, data networking, surveillance systems and business phone/internet services. We have over 15 years of experience and service South/Central Florida area focusing in the Tampa Bay, Orlando and Dallas Metro areas.

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 - Insurance3

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