



Costa Rican Government Ministry Stays Connected with Epygi Conferencing

Based in Costa Rica, MINAET (Ministry of the Environment, Energy and Technology) is responsible for the implementation, management and administration of biodiversity. They are also responsible for the coordination of all issues regarding conservation and natural resources within the country. While managing the National Parks and Wildlife Refuges of Costa Rica, MINAET responded to the growing conservation needs by creating 11 different conservation areas.

New Challenges for a Growing Workforce

MINAET strives for high levels of environmental protection and conservation. Their various ongoing projects have helped foster bilateral

objectives regarding environmental protection. Thanks to the conservation efforts of MINAET and the support of the private sector, the percentage of protected territory in the country has increased dramatically. During the past few years, MINAET has been able to ensure that great emphasis is placed on implementing accumulated studies and methodologies for the benefit of protected areas. Ecotourism, biosphere projects, environmental service payments and medicinal plantation are just some of the programs that it has been able to implement.

Providing a Solution for Business Growth

With MINAET's expanding business and continual employee growth, it was vital that they have an



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IP PBX solution to meet all their enterprise needs in regards to capacity and communication between all their different employees, located both remotely and locally. Previously, they had a soon-to-be-discontinued Panasonic KX-TD500 system; however, it was unable to provide them with the necessary growth they needed, nor did it include the communication features they desired.

According to Alexander Vega Campos, Support Manager at Intel S.A., “Due to our expanding business, it was vital that we have a cost-effective system that could accommodate for growth not only in regards to capacity, but also the availability of communication related features.”

Enterprise Solution that’s Scalable

Epygi was able to meet all the needs of MINAET’s business by providing them with a system that boasts greater IP phone capacity and such communication licensable features as audio and video conferencing capabilities. MINAET ultimately purchased the QX1000 IP PBX, which offered them a complete solution for up to 1,000 users, due to advanced telephony features and price point. In addition, they purchased three Quadro FXO Gateways, which were added to bring analog lines into the system and are managed through the QX1000’s web interface. The entire installation spanned 10 floors of their main office building in Costa Rica.

Flexible Features that are Effective

The features available that MINAET found to be most useful in meeting their communication needs included video conference and point-to-point video call, provided by their new Grandstream GXV3140 phone handsets. Video conferencing has always been the most cost-effective method for group communication, especially for remote users. Today, video is more affordable and offers an additional return on investment when addressing remote communication needs. The ability to visually describe something or determine moods and gestures

greatly increases the effectiveness of remote communication.

“Our new Epygi system has made internal communication more effective and efficient as our company continues to grow. It has allowed us to stay connected with our employees across offices through features, such as audio and video conferencing,” said Campos.

About Intel S.A.

Founded in 1975, Intel S.A. has a clear mission to offer professional services to enterprises in Costa Rica for installation and repair of telephone systems. Two years after opening their office near the Pacifico rail station, Intel S.A. was offered the Panasonic distribution for the region. After six years of excellent service to the dealers, they moved to their first building near Paseo Colon where they have operated for 10 years.

With excellent growth in the services area and expanding their product line including Epygi Quadro IP PBX, Intel S.A. moved to their current facilities in La Uruca allowing them to increase their staff and provide better service to their customers.

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.

