



## Novus, LLC. Calls on Epygi Technologies to Consolidate Phone System

Formed in 1983, Aztec International started as a single source repair company for TIE Communications and soon grew to the authorized repair factory for four different manufacturers while also performing contract repairs for the U.S. Military, Microsoft and others. In 2001, Aztec became Novus, LLC., the authorized Remarketing Partner for Nortel in North America. Novus expanded the program globally in 2004, providing sales and support to Nortel resellers and distributors on four continents and more than 13 countries. Currently, Novus is a boutique distributor representing 11 TDM and VoIP communication manufacturers with products supporting authorized reseller channels, Fortune 500 clients, universities and government entities. Novus provides sales services in more than 15 countries throughout the world. Since 2008, Novus has been distributing and supporting the entire line of Quadro IP PBXs and gateways and is now one of Epygi's gold-level distributors.

Although Novus covers a large majority of the VoIP and

TDM distribution world, the company faced its own hi-tech challenge in the spring of 2010 when it was in the process of selecting a new phone system. So it makes sense that a forward-looking company would turn to cutting-edge technology - in this case IP telephony - as the best choice for the future.

### Expanding Business, Changing Needs

With business changing, and staff being employed at three locations in Fairfield, Connecticut; Nashville, Tennessee; and West Lake Village, California, Novus found itself in search for a telephony solution that could unify all of the locations together. As part of that upgrade from their legacy Nortel PBX, Novus wanted to explore ways to integrate their phone system and PC connectivity into one unified system, as well as taking advantage of the advanced VoIP features. The company went with the seamless combination of Epygi's Quadro IP PBXs and snom handsets. Months after the deployment of the new



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system, the results were already stunning. “The Epygi and snom combination is a cost-effective solution, while cutting our long distance costs drastically,” states Jack Meehan, CEO of Novus.

Since the initial set-up in their Connecticut office, Novus has branched out and expanded the system to include their other two locations. “The multi-site deployment was really straightforward,” says Meehan. “Regardless of their location, all of my employees have the same features at their disposal.” Currently, Novus employees across the United States rely on the Epygi IP PBX to support their resellers with sales and technical support. In addition, Meehan wanted a phone system that was easy to manage by his in-house technical team. Epygi’s Quadro Configuration Console, a browser-based network management tool that provides a single management interface for all voice applications, is designed to bypass the complexity of running and configuring multiple PBXs.

## A Feature-Rich Operation

Over the past months, Novus has switched from their digital Nortel phones to snom 370s and 870s; snom’s plug-and-play capabilities with Epygi’s Quados have greatly simplified the installation process. The ergonomically designed snom 370s and 870s not only provides an easy-to-use handset for users, but also includes a number of capabilities that go above and beyond a traditional digital phone. These include enhanced information about the status of the phone number being dialed and calling someone by typing in the first few letters of their name. In addition, Epygi allows users advanced voice and e-mail messages features and control. The Epygi Quados and snom m3 DECT phones bring phone capabilities to remote workers giving them access to their enterprise telephony features from their home.

## Powerful Applications

Employees who travel can have their phone calls follow them – whether they travel to other Novus locations, their home offices or remote locations where they are using their cell phones. Epygi’s Follow Me Find Me allows callers to find employees on their cell phones, something Novus sales people particularly appreciate.

The hunt and workgroup capabilities have also increased the productivity of the employees. With the Epygi system, employees in the Connecticut office can now transfer customer calls to the other two locations. In the past, the staff members had to ask customers to hang up

and dial the other locations in order to reach the desired recipient.

## Cost Savings and Increased Productivity

With offices spanning across the United States, much of the voice traffic on the Novus network is from office to office. As a distributed organization, Novus is naturally a heavy user of conferencing. “We use a lot of audio conferencing, so we brought the audio conference bridging in-house,” states Meehan. “We have achieved significant cost savings with conferencing, and users like the integration.” Conferencing is fully integrated into the Epygi IP PBX and can deliver scheduled audio conferences. The solution includes the Epygi Conference Bridge, which supports any number of conferences from 2 to 64 simultaneous participants, the Epygi Conference Manager, a web-based application for arranging and controlling conferences, and the snom MeetingPoint.

## Epygi and snom as the Reliable Solution

Meehan says that overall his company has experienced very few problems with the Epygi and snom telephony solution, mostly due to the reliable nature of the two products’ architecture. Novus has definitely reaped many benefits from the Epygi deployment including a return on investment (ROI) from day one. “We do not have to keep paying for additional software upgrades as was custom with our PBX system. Epygi is continually releasing new software and feature upgrades, which we are excited to see what they will produce next,” explains Meehan. Novus has realized financial savings and productivity gains since switching to Epygi’s IP telephony system. “It shows people we’re a growing, forward-looking company, committed to expanding and serving our customers better.”

## 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.