



Epygi Satisfies Qdoba's Hunger for the Latest VoIP Technology

Qdoba opened its first restaurant in 1995 in Denver, Colorado. Since then the "fast casual" restaurants, providing fast service but a higher quality of food than typical fast food, is now located in 700 locations throughout the United States. Each restaurant serves items such as burritos, tacos, quesadillas, taco salads, chile con queso and fresh guacamole. All of the items are made to order and are prepared right in front of the customer to ensure the best quality.

The Switch to VoIP

In six of their US locations, Epygi's Value-Added Integrator Teleprime has installed a Quadro6L in Chicago and Quadro2xs in Daven Port, Bloomington, Clive, Champaign and DeKalb, Illinois. The foremost reason Qdoba switched from their old, analog system to Epygi's newer technology was the ability to place IP-based calls. The installations

of the Quadro IP PBXs, along with the snom handsets, were completed in only one day in each of the locations. This fast installation allowed Qdoba to quickly change their phone system over and for them to gain access to the improved features Epygi offered on their new system. The Quadro6L provided as many as 10 local extensions via LAN connection. The Quadro6L can expand up to 18 local extensions which allows each restaurant to grow if or when they hire more employees. Sophisticated auto-recognition and auto-configuration capabilities between the line of Quadros and snom's IP phones simplified installation and operation. Using Epygi allowed Qdoba to take advantage of the cost-effective SIP trunking and thus lowered their monthly operating costs.

"We decided to recommend Epygi's system for the end user, because it met their financial needs, and



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Taking Advantage of the Fresh New Features

Some of the features that were most essential to their choice to switch to Epygi was the day and night auto Auto Attendant, Call Park, Remote Extension, Call Pickup, Call Paging, Call Forwarding and SIP calling between Quadros. The Call Park feature allows for users to place a call on hold and then retrieve that same call from another phone located on the Epygi system, whereas the Call Pickup feature allows for a user to pick up another extension anywhere in the office. Employees can also page one another through the system’s handsets, providing optimum communication throughout any store location.

The customizable Auto Attendant is helpful, because it ensures that each call is efficiently routed to the correct person. Furthermore, at night when the store is closed, it guarantees that customers are able to leave a message for the correct person. Additionally, the Call Forwarding allows employees to forward their calls to another extension or direct calls straight to voicemail if they are unable to receive calls at a certain time or are out of town.

One of the most important features is the multi-site configuration advantages. Epygi’s line of IP PBXs supports a simple and free method of configuring multiple Quadros as a single, unified system. Some of the key benefits are an abbreviated dialing plan (an extension rather than a separate number), access trunks, and an Auto Attendant handles incoming calls for multi-site locations.

Connectivity Between the Franchises

With the Epygi system, calling between stores is easy and is similar to calling between extensions in an office rather than to a separate number. If a customer calls into a wrong store, instead of having to hang up and dial another number, the employee who answered the call can transfer the customer’s call to another Qdoba. This helps reduce costs,

because calling between sites is free, where as with an analog system each call creates a separate charge.

About Teleprime

In business since 1992, Teleprime delivers best of class turn-key communication solutions for our clients. Our solutions enable our clients to respond at the speed of business, build stronger relationships, and reduce the costs associated with connecting to their customers. With over 20 years of worldwide experience with signaling, interface, VoIP and IP PBX technologies Teleprime has implemented solutions in over 80 countries worldwide. Teleprime is also a working VoIP and IP PBX research partner with the Illinois Institute of Technology (IIT) in Chicago.

Our products and services include: Voice Services, (PSTN, POTS, SIP trunks and VoIP); Data and connectivity Services, (DSL, Cable, T1 or higher); Small Business PBX (Phone systems – Key systems, IP systems or hybrid); LAN infrastructure (Cat 5e and 6e wiring, Switches, routers, firewall, etc. install and provisioning); IP Cameras for Security and Remote Monitoring.

The Quadro series products give our customers the best of both worlds, the reliability of the traditional legacy network and cost efficiency of the IP network.

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 - Qdoba