



VINS & PRIVILÈGES



Vin et Privilège Labels Epygi Technologies as Their Preferred Telephony Solution

Vin et Privilège is a trusted world manufacturer of packaged wine bottles for both residential and corporate customers. Based in Saint Emilion, France, located near the famous French wine region of Bordeaux, Vin et Privilège supports their customer base with two call centers with a total of 30 agents. Effective communications has become an increasingly important part of the company's recipe for success. When Vin et Privilège opened their second location in Saint Emilion, the company's

executives decided to find a feature-rich and flexible telephony system that would integrate with their specialized, Windows-based customer relationship management (CRM) software that was specific to the wine trading industry.

Epygi Wins Out

Before the integration, Vin et Privilège researched and evaluated a number of products, including Epygi and Alcatel-Lucent. After seeing Epygi demonstrations and



“With the new system, Vin et Privilège is able to integrate with their CRM system, while still reaping the cost-savings that Voice over Internet Protocol (VoIP) has to offer,” explains Christophe Turpin, project manager of Acf’2i.

testing the Quadro4x with Epygi’s Third Party Call Control (3PCC) license, the company decided that Epygi offered the high quality features the company needed, the lowest total cost of ownership and the ease of integration with their CRM system. Epygi’s Value-Added Integrator, Acf’2i, was able to deploy the Quadro with the software integration in only three days. The new deployment significantly decreased the company’s telecommunications cost, which the company was lacking with their legacy PBX at their other location. “With the new system, Vin et Privilège is able to integrate with their CRM system, while still reaping the cost-savings that Voice over Internet Protocol (VoIP) has to offer,” explains Christophe Turpin, project manager of Acf’2i. “With the Quadro, employees are now able to initiate outbound calls from their CRM with a click of their mouse.” Vin et Privilège’s successful deployment was due to Epygi’s open-standards approach to VoIP. Even though Epygi is not an open-source platform, the Quados are able to integrate into a wide variety of unique application, similar to Vin et Privilège’s CRM.

About Acf’2i

Acf’2i is an Epygi certified knowledge resource, integrator and reseller located in Marseille, France. Acf’2i is a French leading company specialized in VoIP/ToIP solutions. Our own SIP softswitch platform is interconnected with the major telco operators in France and worldwide. Acf’2i provides SIP accounts and trunks in wholesale and retail for end users as well as SMB corporations in France and overseas. With our web

interface, users can easily manage their accounts, balance and activate many additional features. We have specific services for telephony resellers with 99.98% availability and high standard voice quality. Our terminations are available everywhere. We provide DIDs in many countries in accordance with the local telecom authority recommendations. To learn more information about Acf’2i, please visit their website at www.acf2i.com.

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.

CaseStudy-VinPrivilège-Let-02