



## Walker Tire & Auto Service Installs Epygi Quadros for Seamless Multi-Site Communications

Since 1951, Walker Tire & Auto Service has been providing maintenance for vehicles in the Lincoln, Nebraska area. Aside from its fifty-year residency in the automobile industry, Walker Tire & Auto Service has ultimately preserved the integrity of its trade and the value of its customer. So much so, that its flagship store remains intact. Even more recently, Walker has expanded from its position as a local provider of Nokian Tires and many other brands to a greater variety of services and locations.

### Tired of the Same Old, Same Old

In light of these developments, Walker Tire & Auto Service primarily sought a more cost-effective communication system. In addition to their three established locations, Walker Tire & Auto Service decided to expand with an additional store called for a system reevaluation. For the company,

expanding to new sites meant greater difficulty corresponding between venues.

At this point, Walker Tire & Auto Service had three different setups at each of their locations: Panasonic, NEC, and lastly, several single-line telephones. They were looking for a more standard arrangement that would not only unify but also interconnect the four Lincoln area locations.

Using identical telephone systems and similar dialing formats eases the transition of employees when moving from site to site. Each Epygi system comes with a built-in Auto Attendant and voicemail for each of the users. Since these units are interconnected, they can transfer calls between each of the Walker Tire & Auto Service locations to help better service their growing customer base.



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## Epygi vs. Others

Walker Tire & Auto Service chose Epygi Technologies over competitors, NEC and Cisco. The two vendors suggested a costly single SIP server solution that would connect all the IP phones back to one location. Thus, unnecessarily placing a larger load of data on the network between stores. Instead, Epygi proposed that the systems connect to an analog phone service with inter-IP connectivity between locations via their Internet provider. This plan, along with ease of use and Epygi’s feature-rich technology beat out other communication systems. Unlike others, the Epygi alternative is both affordable and efficient, without sparing the quality of its equipment.

“The Epygi system allowed Walker Tire extension-to-extension dialing between locations via our IP network decreasing our need for standard phone lines at each location for inter-company communications,” explained Manager of Walker Tire & Auto Service, Nick Vuko Jr.

## Current Status of Project

Walker Tire & Auto Service switched their SIP provider over to Windstream Communications which allowed them to take advantage of the QuadroM8L’s DID feature for key personnel. Unlike its competitors, Epygi’s QuadroM8L didn’t require an additional purchase of a T1 interface on the systems to achieve the direct inward dialing. “We used the block of numbers as Direct Inward Dial numbers to key personnel, so that I did not have to call the main number of each store,” explained Nick Vuko Jr. The installation of an Epygi QuadroM8L at each Lincoln store was completed mid-January 2012 by local Value-Added Integrator, Q-Comm.

## A Plus

Additionally, a Audio Conference Bridge license was coupled with the QuadroM8L at Walker Tire & Auto Service’s downtown location. The sixteen-user Conference Bridge was crucial for “hosting manager meetings and [therefore] eliminating the hassle of regularly commuting to one location,” said Walker’s manager Nick Vuko Jr. Furthermore, Epygi’s ability to bring this feature in-house was key

to reducing expenses and restoring the company of precious time. Walker Tire & Auto Service looks forward to continued store growth with Epygi alongside to ease communication between locations. As the number of store locations grows, Walker Tire & Auto Service will look to integrate security applications to improve the safety and protection of their employees and stores. Epygi’s open standards SIP protocol makes it possible for end users to integrate other SIP-compliant products including security cameras.

## About Q-Comm

Quality Communications, Inc. (Q-Comm) is a family-owned company based in Lincoln, Nebraska, formed in 1993. Q-Comm began as an installation company for large-dish satellite and Home Theatre systems. Currently, Q-Comm offers the DISH Network products as an independent retailer, as well as lighting control products from Centralite, classroom/boardroom whiteboard products by TEAMBoard, and a multitude of audio products for home and commercial spaces. Q-Comm also offers firewall and email security products by Smoothwall, hardware security systems by DSC, access control systems by Keri and Keyscan, and surveillance cameras and DVRs by Speco. Beyond entertainment and security, Q-Comm also designs and installs data and telephony featuring Epygi IP PBX along with utilizing the Panduit line of products, and offer the Panamax brand of power management and surge protection products.

## 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 - Walker Tire & Auto Service