

IPITOMY Phone Case Study

Business Challenge

The existing phone system was starting to show signs of wear. The current system was under a lease and was due to come off a lease in 3 months.

The business found that they used the phone system to a great extent but with so much emphasis on email\text and cell phone they did not want to overspend on an in house phone system and increase monthly costs.

The existing system did not have the ability to route calls to employees who were not sitting at their desks. The business is also expanding with different phone numbers and needed a better way to route calls.



Solution

IRIS Solutions performed a side by side study of current features vs. desired features. We found that the IPITOMY VOIP phone system would meet and exceed requirements. The phone system provided a way to overcome the challenges and offer even more features like find-me follow-me for mobile users. The VOIP system works on the network and the problem with two buildings was quickly eliminated.

The system is capable of using the existing phone line technology coming from the phone company.

However, with expansion for future phone numbers being a consideration and the use of SIP phone line delivery IRIS found a better phone line delivery. IRIS worked with Time Warner and found the SIP service would provide more call paths and provide better technology moving forward. IRIS was able to use the SIP service along with the IPITOMY features to provide a system to meet their needs.

Results

IRIS was able to design, implement, install and train on a better phone system with lower monthly costs. With the implementation of SIP and the new system, IRIS was able to reduce the overall monthly costs by 20%.

The phone system now offers benefits such as call routing and reporting to determine what the busy times are and what the call patterns are.

The end result provided a single day installation and next day go-live with a more efficient phone system at a lowered monthly cost.

*I feel good about this solution and the boss is happy". ~ J. Brock
Controller/Business Developer*

Client

- ▶ Richardson Construction Company, a South Carolina Site Contractor.

Challenge

- ▶ No phone ownership, limited capabilities and high costs.

Solution

- ▶ IRIS Solutions provided a phone system with better features at a lower cost
- ▶ Provided a phone solution that works between two buildings on a single site.
- ▶ Implemented a "find me follow me system"

Results

- ▶ Installed new telephones
- ▶ Lowered monthly expense by 20%
- ▶ IRIS Solutions was able to provide effective routing rules to individual businesses within Richardson Construction that can function independently. Meeting their business model needs.