

CLIENT SUCCESS STORY

PHONE SYSTEM UPGRADE SAVES TIME AND MONEY

**Technology
Partners**[®]
Your Clear Choice in IT™

Dealing with an outdated phone system was leading to many internal headaches for our client.

The Challenge

A national professional services company was suffering with a **significantly outdated phone system running with discontinued updates and support**. Operating on a Windows XP virtual machine, the operation of the phone system was based on the Altigen platform and had led to a dramatic performance decrease over time.

The Plan

Technology Partners **built a custom phone system** for our client using the Linux-based open source platform, Asterisk. There are several platforms that run off of the Asterisk model, but the FreePBX platform was the best fit for our client due to the program support and feature set. Prior to a company-wide implementation, the software was tested on small groups of users to ensure a smooth rollout.

The Results

This customized platform provided the client with a solution that gave them over \$2,500 in annual savings. With worry-free support from Technology Partners, online faxing and voicemail, as well as the addition of an auto-attendant, the client is enjoying **significant increases in productivity**.



Increased productivity with limited disruption during implementation.

67% of Internal IT
time is spent on “fire fighting”

Find more success stories at technologypartners.net/success and see how you can utilize our decades of experience to give you added peace of mind. **Together is just better.**