

CLIENT SUCCESS STORY

PHONE SYSTEM UPGRADE SAVES TIME AND MONEY



Many in-house support representatives have good intentions, but lack the knowledge or experience to bring all calls to a resolution. Outsourcing to a provider with expert agents will provide a level of service that rivals or exceeds the level of customer service provided within your organization. Technology Partners can provide helpdesk support that delivers better call management, from skilled agents, with your service level objectives in mind.

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A national professional services company was suffering with a significantly outdated phone system running with discontinued updates and support.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.

“Increasing productivity with limited disruption during implementation.”

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, and the addition of an auto-attendant, the client is enjoying significant increases in productivity.



To learn more about how we can help your company, visit [TechnologyPartners.net](https://www.TechnologyPartners.net).