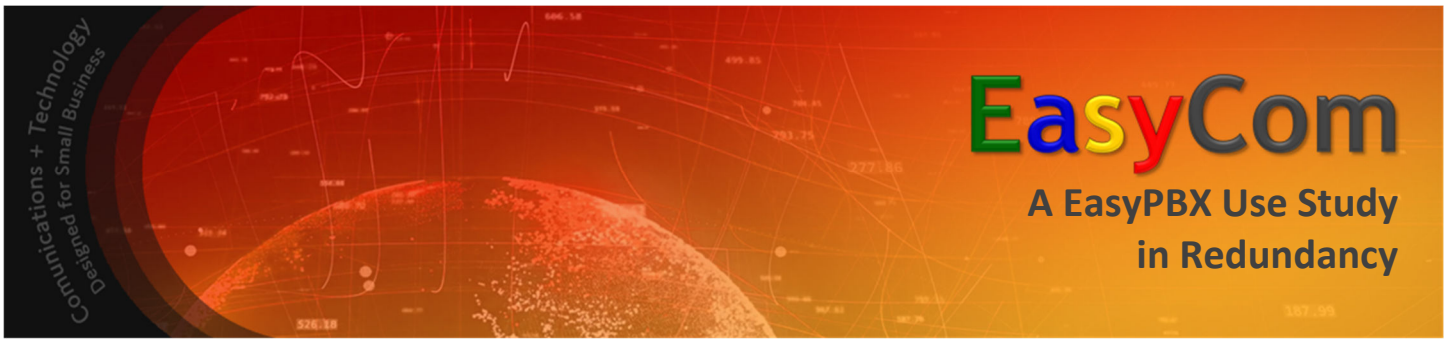

Business before EasyCom

Headquartered in New York State, this worldwide distributor of aircraft hardware has been dedicated to on-time delivery and superior supplier support for over 100 years. Serving customers globally from sales offices around the world while coordinating shipping activities from distribution hubs across two continents, it is mission-critical to their business that their communication infrastructure never goes down and is always available to their customers. Realizing a need for improved redundancy within their network, this Distributor started working with their telephony provider to make network enhancements to obtain the required redundancy - However less than three weeks into the transition process, it was clear that they were not getting the level of redundancy and capabilities promised. The Distributor knew it was critical to the continued success of their business that corrective actions had to be taken immediately.

EasyCom Steps In

After making a quick phone call, EasyCom was able to perform a complete overview of this Distributor's network design, existing hardware, and business needs. It was clear to EasyCom that the best solution was an EasyPBX system with full Cloud redundancy. By implementing this solution, the International Distributor could benefit from a hosted PBX (*private phone system within a business that enables users to make, receive and manage calls*), virtual receptionist (*software that fields incoming calls and can resolve basic customer needs such as scheduling appointments, routing calls, or providing account information*), extensions, direct dial numbers, conference bridges, and workgroup storage that are all securely supported by Cloud backup. With this solution in place, including the added security of having a second EasyPBX server already programmed and stored onsite, this International Distributor could be back up and running within minutes should a lightning

strike from a hurricane disable any of their equipment. EasyPBX allows them to take full advantage of all the capabilities of their telephony system, such as Auto Attendant (*a voice menu system that allows callers to be transferred to an extension without going through a telephone operator or receptionist*), Hunt Groups (*an option allowing for multiple people / phones to be set up to take incoming calls*), Voicemail (*a centralized electronic system which can store messages from callers*), and Vanity Numbers (*local or toll-free telephone number for which a subscriber requests an easily remembered sequence of numbers for marketing purposes*). All while easily handling up to 50 simultaneous calls and supporting custom call routing / forwarding capabilities as well as allowing for in-depth reporting. Almost all of the EasyPBX system's administrative needs (*including moves, adds, and extensions changes*) can be accessed remotely, and if any unforeseen issues arise, EasyCom is responsive within a few hours, often within just 15 minutes.

Reliance on EasyCom

Thanks to EasyCom's involvement and direction during the disastrous telephony transition originating with a different service provider, this International Industrial Distributor ended up with a telephony solution that saves them 60% on their network operational costs annually, while providing them with superior technological capabilities. Since transitioning to their redundant EasyPBX system, this Distributor can now establish their overseas offices with local US phone numbers, allowing for the avoidance of international toll charges. They reduced their company's reliance on individual salesperson cell phone numbers, as a call to the business's main number will connect them easily, thanks to EasyPBX's Find Me/Follow Me feature. This company found peace of mind knowing that EasyCom is available 24/7 for all of their redundancy needs, as well as to assist with any additional network hardware, network design, assessment, and migration services needed in the future.

EasyCom
Communications + Technology
Designed for Small Business

About EasyCom

Founded in 1998, EasyCom offers platform and cloud-based products along with professional support services that allow small businesses to establish a strong business presence, stay connected, and expand their reach. EasyCom's philosophy that technology should be a tool and not a burden makes them a leader in fully serving the technological needs of local businesses to provide clear return on investment – promises that are often made, but rarely fulfilled. EasyCom combines the best technologies, often available only to Fortune 500 companies, to strengthen a company's infrastructure, broaden their presence, enhance communication, and foster collaboration.