



BinTel Sees Productivity and Reliability Surge with Epygi's Quadros

BinTel, based in central Africa and the Middle East, is the newest and fourth largest GSM operator with full 3G network support servicing central Africa.

To support the global customer demands and provide optimal customer service, BinTel relies on a base of 20 customer service agents. In addition, the company employs 100 workers, which perform administrative, financial, sales and engineering roles. Communication is an important component of doing business for a worldwide company, especially in the telecom industry where global competition is tough and companies face growing demands from customers and regulatory bodies.

BinTel Goes in Search of a New Telephone System

After BinTel set up a new office in Libreville, Gabon, in 2009, the company went in search for a feature-rich but cost effective communications platform that supported call centers across borders as well as their travelling staff members. BinTel had begun the process of selecting a telephone system that was right for their company needs and narrowed down their options to two providers, Epygi Technologies and Cisco Systems.

After seeing Epygi demonstrations provided by Acf'2i, an authorized Epygi Value-Added Integrator,



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the company decided that Epygi offered the high quality features the company needed, the lowest total cost of ownership and the ease of system management and support throughout its office compared to Cisco.

Brilliantly Simple Solution Saves Time and Lowers Costs

BinTel had a strong working relationship with Acf'2i, who later supplied BinTel with ITSP services. In just one week, Acf'2i installed two QuadroM32xs with full Automatic Call Distribution (ACD) features to support the call center needs and conference service functions to support the company as a whole. In all, 100 Aastra phones, models ranging from 51i, 53i and 55i, and six MAXIP conferencing phones were installed. In addition, ten soft phones and one 42" professional screen for ACD indicator monitoring are being used by call center agents. BinTel's staff training of the new system was conducted by Acf'2i during the initial system installation.

BinTel is using Epygi's ACD in their office which has 20 agents. The feature enables the company to process calls throughout the agents and put them through to the appropriate agent. Additional features of the ACD help BinTel ensure that calls are answered quickly and by the most appropriate person. Supervisors also use the reporting capabilities provided to improve the efficiency of their operations.

"The Epygi system is quick and easy to install which actually helps reduce the amount of support required. We knew the system was highly reliable and not as complex as many of the others on the market, and we felt that Epygi's price competitive product would be the best return on investment for BinTel," explains Vrej Tchilinguirian, Acf'2i's project manager.

Epygi Converged Conferencing Improves Cross-Functional Collaboration

As a result of the Epygi deployment, BinTel could take advantage of the built-in conferencing services of the QuadroM32x which allowed the company

to avoid high costs of other third-party conference bridges. The Epygi Conference Bridge is now used both internally and externally for audio conferencing. To combat the declining economic climate, BinTel encourages employees to use the conference service as a way to reduce travel costs.

About Acf'2i

Acf'2i is an Epygi certified knowledge resource, integrator and reseller located in Marseille, France. Acf'2i is a French leading company specialized in VoIP/ToIP solutions. Our own SIP softswitch platform is interconnected with the major telco operators in France and worldwide. Acf'2i provides SIP accounts and trunks in wholesale and retail for end users as well as SMB corporations in France and overseas. With our web interface, users can easily manage their accounts, balance and activate many additional features. We have specific services for telephony resellers with 99.98% availability and high standard voice quality. Our terminations are available everywhere. We provide DIDs in many countries in accordance with the local telecom authority recommendations. To learn more information about Acf'2i, please visit their website at www.acf2i.com.

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.