



## Banking on Epygi Technologies for VoIP

Established in 1999, Bulgarian Development Bank is the only state-owned financial institution in the country. The bank's mission centers on the development of the Bulgarian economy by promoting exports and supporting the implementation of the government's economic policy in terms of micro, small and medium-sized enterprises. By creating a favorable financial environment for new and existing SMEs, Bulgarian Development Bank helps to increase the local businesses' competitiveness as they enter global markets.

In the spring of 2012, Bulgarian Development Bank began investigating a replacement telephony system for their obsolete Siemens system which was not helping the bank's efforts to provide customers with quick, effective and consistent

service. VoIP provided the necessary flexibility and advanced features, and Bulgarian Development Bank's evaluation team quickly narrowed the platform choices down to Epygi Technologies, Avaya and Cisco Systems. Epygi with the help of ENCO delivered the QX1000, an enterprise-class IP voice system that delivers big-bank telephony features to even remote workers and does so while reducing the bank's operational costs. Two hundred Yealink phones, including the T32G, T38G and VP530 phone models, are supported on the system. "Competing platforms couldn't touch the Epygi system in a features-per-dollar comparison," explained Vladimir Gyulev, Deputy Chairman of the management board and executive director.



“Epygi’s IP PBX allowed us to upgrade to the latest technology affordably. With the free software upgrades and reliability of the system, the total cost of ownership is very low compared to any other system we considered purchasing,” concluded Gyulev.

## Local and Remote Users Get Enterprise-Class Features

The Epygi system includes a voicemail service that requires no additional hardware and consumes no ports. Both remote and local users of the QX1000 can have one centralized voicemail server.

Users manage their voicemail boxes from either a web-based interface or the keypad of any telephone. A notification feature can alert users to new messages by sending them a SMS notification. Because voicemail messages are stored in the industry-standard WAV (audio for Windows) format, they can be played on multimedia PCs, attached to e-mail messages or embedded in other documents.

With Epygi’s Unified Messaging, Bulgarian Development Bank’s employees can receive voicemail messages in their Outlook e-mail inboxes, along with information about the call. This visual access to voicemail enables them to quickly spot and respond to the most important messages first. Additional message-management flexibility is provided by multimedia support that lets users forward voicemail messages to other e-mail addresses.

## Find-Me Follow-Me Call Handling

Bulgarian Development Bank’s executives spend a fair amount of time traveling. Epygi’s system-wide call routing enables extension numbers and calls to follow them wherever they go. No longer do people have to deal with duplicate messages that frustrated callers have left in multiple voicemail boxes.

## Ultimate Challenge: Improve Customer Satisfaction

In order to provide customers with a strong sense of community banking, Bulgarian Development Bank decided to employ the Automatic Call Distribution software available on the QX1000. With this call handling software, the bank’s remote workers combine to make virtual, enterprise-wide workgroups a seamless extension of the local staff. Additionally, the bank has implemented Call Recording in conjunction with their call center

software. This service is used to record PBX, SIP or PSTN calls on the Quadro, and the calls are stored either locally on the Quadro using internal memory or on an external server.

## Future Growth with Epygi

While Bulgarian Development Bank continues to help stimulate the local economy, they look to further expand their business and customer reach. Epygi’s QX1000 allows the bank to grow to 1,000 employees while continuing to best serve their customers. “Epygi’s IP PBX allowed us to upgrade to the latest technology affordably. With the free software upgrades and reliability of the system, the total cost of ownership is very low compared to any other system we considered purchasing,” concluded Gyulev.

## About Enco Electronics

Enco Electronics is leading Bulgarian provider of telecommunication equipment, services and support. The company aims at offering its customers high quality, established brands and introducing lesser known telecommunication products to the Bulgarian market. Enco Electronics offers Sagemcom, NEC, Yealink, Epygi, Vidicode, voice and fax servers.

## 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.

**ENCO ELECTRONICS Ltd.**

Case Study - Bulgarian Development Bank