



Centros de  
Integración  
Juvenil, A.C.



## Epygi Reduces Costs and Increases Productivity for Centros de Integracion Juvenil

To address fiscal prudence, Centros de Integracion Juvenil (CIJ) chose Epygi's easy-to-use, cost-effective solutions for critical communications services and excellent customer service.

Centros de Integracion Juvenil (CIJ) is a non-profit organization dedicated to the prevention, treatment, rehabilitation and scientific investigation of drug consumption in Mexico. Since their founding in 1969, CIJ has built a national service network of 110

centers, nearly 100 of which provide outpatient consultation and treatment in high risk drug consumption areas. In addition, they have 10 centers for in-home treatment located in nine different areas of Mexico and California, as well as two heroin treatment clinics located in Baha, California, and Chihuahua, Mexico.

### **CIJ's Telecommunication Needs**

With over 1,300 mental health professionals, who are supported by more than 6,000



volunteers, CIJ is able to serve over 3.5 million people annually in preventive programs as well as treat 70,000 patients and their families.

Previously only two of CIJ's five central office buildings had a voice and data infrastructure. The remaining three and all other locations only had local analog telephone lines and Internet access via ADSL or dial-up. This presented a limitation to the operations and the management teams, who required a telephone system that would provide capabilities including access to remote technical support, IT security, use of E-learning, video and conferencing capabilities and the use of IP for voice and data communication, making it critical to install a new phone system that would provide these features.

## Choosing the Epygi Solution

When comparing costs and benefits, CIJ's technical department determined that Epygi would provide the best quality, price, functionality and manufacturer support. For their central locations, CIJ chose to install the Quadro E1/T1 Gateway integrated with an E1 card for their already existing NEC PBX. For their remote locations, they purchased twenty-seven Quadro4Xs with a plan to install another 75 Quadro4Xs in the following year.

With the help of Epygi's Value-Added Integrator the installations went smoothly in each location and a dial plan was derived from the existing structure to reduce the number of digits dialed for Internet calls in order to improve efficiency.

Since the installations, CIJ has been able to continue its mission to provide the best medical care and preventative drug use workshops to the residents of Mexico and the United States. The Epygi installations have helped them to achieve this goal cost-effectively while providing the highest quality service and support.

## 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.

CaseStudy - Centros de Integracion Juvenil (CIJ) - Let-02