



Simple VoIP Solution with Expert Services Enabled by Epygi

The Children's Mental Health Services, in partnership with families and communities within Hastings and Prince Edward Counties, Ontario, promotes healthy emotional well-being of Canadian children and youth through a range of services and supports. It is a voluntary service committed to the support of youth and their families through the least intrusive and most confidential manner. The staff is a team of very client-focused professionals trained in a wide range of therapeutic strategies.

Children's Mental Health Services Chooses Epygi

The Children's Mental Health Services chose

Epygi to replace their outdated analog Nortel system over other competitors because of the capabilities of the local Value-Added Integrator, functionality of the switch and the competitive price. The local Integrator, beONix Technology, installed the system and provided timely advice on getting the phone lines in and were readily available throughout the setup. The system was installed in a mere seven hours, so the Children's Mental Health Services' employees were able to take advantage of the Epygi system and features immediately.

About the QuadroM8L

The QuadroM8L that replaced the aging and at-capacity system is a very feature-rich and



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price-competitive IP PBX solution. It offers eight FXO lines and up to 96 IP phone users thus allowing for large growth for maturing companies. The features that were most useful to this office were the increase in voicemail boxes, voicemail-to-email capabilities and the flexible Auto Attendant.

Functionality Creates Productivity

The increase in voicemail boxes, included in the base price of the system, was the initial reason Children’s Mental Health Services selected Epygi. In addition to the added voicemail boxes, the voicemail-to-email functionality was an important feature for the operation. Epygi’s voicemail-to-email functionality works by storing voicemail messages of all of the employees in the industry-standard WAV Audio for Windows format. Users are then able to play them on their cell phones, multimedia PCs, attach them to e-mail messages and forward them to the right people. This is helpful because with normal voicemail, messages that are left after hours are not able to be addressed until the next time the person is in the office. This also saves a lot of money for the company, because each call that is not answered is automatically routed to the answering service which charges the company per each call. It also simplified the process by eliminating the need to manually turn on and off the call forwarding to the answering service.

Flexibility Helps to Improve

The flexibility of the Auto Attendant ensures that each call is routed to the correct recipient. This makes business run more smoothly and guarantees that the customer reaches someone who can assist them best.

“The technology improvements compared to the old system aided in our ability to make some productivity gains. The voicemail to email

had a marked improvement in the ability of the employees on the road to perform their jobs. Going forward we will be able to reduce long distance charges utilizing the switch functionality and the features offered by local interconnect providers,” said Murray Angus, Business Manager of Children’s Mental Health Services.

About beONix Technology

Founded in the late 1990s, beONix Technology has evolved into a premier provider of professional IT (information technology) computer services. beONix, located in Belleville, Ontario, is one of the few firms who service multiple hardware and software platforms including; Microsoft Windows, Apple Macintosh, Linux and UNIX. In addition, they offer bSure pro-active maintenance contracts, incidental on-site service, individual projects, and experienced employees and reduced costs.

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.

