



Innovative Diaper Bag Manufacturer, DadGear, Switches to Epygi

Beginning in 2003 in Denver, Colorado, DadGear® was founded by two fathers with a new-found passion, making dads look and feel great while caring for their kids. They were keenly focused on all the “gear” they had and were in the midst of acquiring to care for their children – strollers, car seats, cribs and of course the diaper bag. Both being frustrated by the thought of carrying their wives’ flowery diaper bags and lack of alternatives in the marketplace, they decided to create a diaper bag that was masculine while still being functional. In May 2005, DadGear began selling and

distributing its products, and to date the 180+ different diaper bags are sold in more than 30 countries.

Out With the Old

DadGear had an outdated key system through AT&T that was becoming a detriment to the company with its flexibility and performance shortfalls. The company decided to switch their telephone system to a Voice over IP (VoIP) solution in order to take advantage of the cost savings that Epygi’s line of IP PBXs offers. Due to the price, feature richness,



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and ease of implementation and administration, DadGear chose Epygi.

In With the New

Epygi, with the help of one of its local Integrators, provided DadGear with a Quadro2x and Cisco 7960 handsets. DadGear capitalized on Epygi’s Auto Attendant, voicemail to email and virtual extensions for remote workers. Employees are now able to work on the go as they can receive and handle calls and voicemails as if they were in the office.

Enhanced Customer Service

With a few full-time employees performing many different company roles, one of DadGear’s major demands of their new Quadro was that incoming customer calls were handled appropriately. With their old system, an after-hours incoming customer voicemail would be placed in a general mailbox. However, with the Quadro, the after-hour calls can now be directed to a voicemail box that is specific to the customer’s needs and will be handled by the correct employee. This has allowed DadGear to provide better customer service while making them more productive.

Looking Forward to Future Capabilities

DadGear is very pleased with its decision to choose the Epygi system and is already reaping the cost and time-saving benefits. The company looks forward

to future enhancements and additional features that Epygi has planned in upcoming product announcements. “With the savings of long distance charges and the ease of use for our employees, we’re more than pleased with Epygi,” concludes Scott Shoemaker.

About DadGear

To find out more information and see the diaper bags that are designed for dads by dads and are synonymous with quality, style, and superior function, please visit www.DadGear.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.