



Global Ore Discovery Strikes Gold With Epygi IP PBX

Based in Australia, Global Ore Discovery is a leading mineral and energy geological consultancy. With a focus on exploration success, Global Ore undertakes innovative geological, geophysical and GIS analysis to enhance large and small exploration and development programs. The knowledge of deposit class and terrain, combined with the cost-effective technical support, makes Global Ore the best for mines to regional scale exploration, target generation, project evaluation, program design and management.

From Patagonia to Tasmania, Global Ore Discovery's consulting services encompass all aspects of modern exploration. The company builds quality project portfolios mining precious metals, base metals, uranium and coal.

The Need for Improved International Communication

With major clients holding regional offices in Argentina and Australia, the cost of communicating on traditional landlines and the



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public Internet became too much for Global Ore and its clients. Additionally, the poor technological infrastructure in Argentina provided poor quality of audio and video calls between the two regional offices.

To solve the problem, Global Ore recommended the client to install a Quadro IP PBX in their Argentinian office and a Quadro IP PBX in the Australian office. Voice over Internet Protocol (VoIP) between the two regional offices instantly improved the company’s communication, as well as eliminating international calling costs.

Global Ore Wants More

Another problem arose after the implementation of the IP PBXs in the regional offices. When one of the regional directors was not in the office, they had to make calls from their mobile devices. Yet, the poor mobile broadband in Argentina provided for terrible call quality when communicating between the two countries.

William Evans, IT Manager, said, “In this case, Epygi Quadro IP PBXs were configured to automatically answer calls based on Caller Identification of the director’s mobile phone when they dialed into the local office.” The result improved the quality of a direct international mobile call by taking a lower latency path than a public mobile phone broadband system. Additionally, this Epygi feature provided a significant price reduction in mobile phone charges.

Global Ore evaluated several other solutions including Asterisk and 3CX, but eventually choose Epygi due to the ease of use and setup in a remote location without onsite support. Global Ore Discovery values the

reliability of Epygi products; even more important is the flexibility of Epygi Quadro products to work with any SIP manufacturer. Epygi’s vendor agnostic design was a key factor in solving the difficult logistics of working in South America.

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 US company founded in 2000 and has its headquarters in Plano, Texas. Reliable, secure, and easy to install and use, the Epygi 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 and 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.