



Lumark Technologies, Inc. Contracts Epygi Technologies to Provide a Reliable Telephony System

Founded in 1999 and headquartered in Fairfax, Virginia, Lumark Technologies delivers professional services to the United States government and defense clients through the use of established contracts, which include U.S. General Services Administration (GSA) Schedules, Government Wide Acquisition Contracts (GWAC), Agency Specific Contracts (ASC), Blank Purchase Agreements (BPA) and Multiple Access Contracts (MAS). Lumark services many government, defense and commercial customers and have included the following organizations: Department of Education Federal Student Aid (FSA), Federal Aviation Administration (FAA), US Navy, Department of State and the Veteran Affairs Austin Automation Center (VA AAC).

In December 2010, Lumark moved their corporate headquarters to a larger office space in Fairfax, Virginia, to accommodate the company's growth rate and addition of new staff members. However, it soon became obvious that the company's outdated NEC phone system was not the

right telephony solution for the corporate headquarters' employees and those located in Lumark's remote office of Egg Harbor Township, New Jersey.

Out with the Old, In with the New

Lumark decided that a new IP telephony system would provide the company with the much needed enterprise-class communications features and functionality. After finding out that the company could purchase a brand new IP phone system for the cost of upgrading their older NEC system, Luis Riesco, President of Lumark, was on the search. After speaking with Epygi's Value-Added Integrator, OpenAir Technologies, Luis Riesco was impressed with Epygi's management ease, IP system capability, reliability, functionality and flexibility, at a much lower price point compared to the other IP PBXs on the market.

"For Lumark, Epygi was the perfect fit," explained Ryan Boyer, CTO of OpenAir. "The cost comparison between



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upgrading their NEC PBX to support a second office and a new Epygi solution really surprised them. Lumark was able to justify the purchase of the larger QuadroM8L because of the price difference to allow for the future growth they plan. The price is hardly the most compelling reason for displacing NEC. The feature set with Unified Messaging that includes both fax and voicemail, Find Me Follow Me, remote IP extensions support, Hot Desking, and lots more gave the company a cutting-edge solution that will unify the way they communicate with themselves and their clients. When you tell a prospective client that all these features are included without any additional per user fee for Unified Messaging or Unified Communications features, they ask two or three times if the pricing is correct, since Epygi is the only IP PBX manufacturer that does not charge.”

Epygi’s QuadroM8L Supports Business Growth

In January 2011, OpenAir installed a QuadroM8L, one snom 320 and five snom 370 IP handsets at the headquarters office. The QuadroM8L allows Lumark the ability to use their existing four Verizon cooper lines, while still giving them the flexibility to take advantage of SIP trunking in the future with no expensive upgrade licensing. The cutover from the old system to the new Epygi system took less than three hours, including bringing the new phones up and running.

Additionally, Lumark employees are taking advantage of the Polycom Soundstation IP6000 conferencing station and expansion microphones for all of their conference calls. Furthermore, the QuadroM8L comes with an integrated Audio Conferencing Bridge supporting 32 participants which can be activated in the future.

The receptionist at Lumark is also using the Quadro Communication Manager, which enables her to quickly and easily drag a call and drop it on somebody from a computer desktop, and provides presence information, so if someone is not available she can transfer the call to another person, or directly to voicemail. These productivity tools mean that callers are connected to the right person quickly, improving customer service and business efficiency.

Furthermore, all Lumark employees are benefitting from the free unified communication features like Find Me Follow Me which allows them to have calls track them down wherever they are—at their desk, on their cell phone, or at home if they choose. If the employee is not reachable, the caller is sent to the person’s corporate voicemail, not to their cell phone or other voicemail box. Moreover, voicemail messages are stored in the industry-standard WAV Audio for Windows format, allowing users to play them on multimedia

PCs, listen to them on their smartphones or attach them to e-mail messages.

Due to the QuadroM8L’s flexibility and no expensive upgrade licensing required, Epygi is able to provide Lumark many options to accommodate for future remote office and employee additions. OpenAir has the ability to centralize these new offices through the QuadroM8L for Lumark to help lower their overall cost of communications.

Epygi is a Big Hit

The Epygi Web-based management system allows OpenAir to manage the system from any Web browser thus allowing OpenAir to quickly and easily make phone system configuration changes for Lumark. “The Epygi system is a real powerhouse,” Luis Riesco said. “In addition to exceptional reliability, we’ve seen a cost savings and are receiving far greater functionality compared to our old system. This level of flexibility has improved our business, and we are looking forward to exploring the features the Epygi system has to offer.”

About OpenAir Technologies, Inc.

Since 2002, OpenAir Technologies, Inc. has been deploying customized Voice over IP (VOIP) and network solutions to customers throughout the world. OpenAir Technologies, Inc. solutions are designed to seamlessly keep geographically dispersed work forces connected through a combination of Unified Communications applications, various carrier partners, and VPN technologies. Through an extensive partner network, OpenAir has a very wide-reaching Unified Communications, Call Center, VoIP, VPN, router, Network and Technology portfolio that allows for the design of highly customizable, scalable and cost-reducing solutions for customers in both SMB and Enterprise markets.

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.



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