



Epygi “Meats” the Needs of the Costa Rican National Cooperative Montecillos Slaughterhouse

The National Cooperative Montecillos Slaughterhouse, one of the largest meat packing plants in Costa Rica, began operations in 1964. It later became the first cooperative model of co-management in Latin America.

The idea for the plant developed from the country's need for a modern slaughterhouse to resolve the issue of processing unsanitary meat for human consumption. Montecillos was able to supply the market with hygienically processed meat and trained technical personnel.

Committed to Quality

“We are all committed to quality, because we are a company concerned with the health of our consumers. Our company's origins are directly linked to the need to ensure the healthy quality of all meat products for the welfare of our clients,” said William

Santos, Montecillos' IT Manager. Montecillos has since developed and grown, both domestically and internationally, to become one of the meat packing industry leaders in Central America. They are now responsible for the processing of 35% of the pork meat and 50% of the cattle meat of national consumption. Not only do they undergo the meat packing process in two plants, they also process leather, fish and sea animals, flour from bones and gelatin and research cattle breeding. Employment has since grown to include approximately 2,000 members.

Before Epygi : Communication was Slaughtered

With Montecillos' employee expansion, a need arose for a more advanced and efficient telephony system. As their Siemens' PBX was consistently experiencing hazardous voltage fluctuations threatening to overheat their systems, they knew it was time for an



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upgrade. They considered staying with Siemens or switching to either Alcatel or Epygi.

Santos wanted a phone system that was "able to grow with our business without having problems with capacity, limiting convergence abilities or having to spend significant amounts of money on extra system hardware."

The most important aspect of Montecillos' decision was that they wanted a system that could grow with their expanding business. Epygi prides itself on providing products that fulfill the customer's needs today and into the future based on their growing requirements.

With Epygi : Well Packaged Communications

Montecillos ultimately chose Epygi for their phone system solution, due to its competitive price point, open standard systems and capacity. Epygi has the benefit of offering a lower total cost of ownership, because they do not charge yearly maintenance fees on software upgrades, unlike other providers who charge monthly or yearly maintenance fees.

With the assistance of the Value-Added Integrator, Intel S.A., Epygi resolved Montecillos' problems by installing the QuadroM32x equipped with 160 IP extensions, along with Grandstream GXP2100 and GXP1405. The system features that were most appealing to Montecillos were video call, video conferencing and auto dialer.

Sensible Features

"Due to recent expansion, the features offered by Epygi's QuadroM32x made the most sense for Montecillos in regards to effective and efficient internal communication. The video conferencing feature is especially helpful, because it allows them to communicate with all of their widespread employees," noted Alexander Vega Campos, Support Manager at Intel S.A.

Epygi inherently supports point-to-point video calling for free; however, Montecillos wanted to take advantage of the video conferencing licensed feature. Epygi makes video conferencing more affordable by

charging a onetime license fee. Video conferencing capabilities offer an additional return on investment in regards to its ability to address remote communication needs. The ability to visually describe something or determine moods and gestures greatly increases the effectiveness of remote communication.

Another feature Montecillos found particularly useful was the Auto Dialer licensed feature. This feature allows employees to schedule automatic calls to their clients via a pre-recorded message that can be changed regularly. The clients contacted via Auto Dialer can also be prompted to respond with pre-set options.

About Intel S.A.

Founded in 1975, Intel S.A. has a clear mission to offer professional services to enterprises in Costa Rica for installation and repair of telephone systems. Two years after opening their office near the Pacifico rail station, Intel S.A. was offered the Panasonic distribution for the region. After six years of excellent service to the dealers, they moved to their first building near Paseo Colon where they have operated for 10 years.

With excellent growth in the services area and expanding their product line including Epygi Quadro IP PBX, Intel S.A. moved to their current facilities in La Uruca allowing them to increase their staff and provide better service to their customers.

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.



Case Study - Montecillos Slaughterhouse