

**PALMAS**

SERVICES LLC.



## Epygi Technologies Serves Palmas Services, LLC a Reliable and Affordable Communication System

Palmas Services has been in Orlando for more than 25 years managing San Angel Inn and has been managing Spring Food Service for over 10 years. Richard Debler, president of Palmas, currently owns San Angel Inn Restaurant at Epcot® World Showcase in the Mexico Pavilion and Springs Food Service at Disney's Coronado Springs Resort. San Angel Inn runs various restaurants including the San Angel Inn Restaurant, La Cava del Tequila, La Cantina and La Hacienda Restaurant in the Mexico pavilion at Epcot® World Showcase. In addition, Spring Food Service, LLC manages the food and beverage service throughout Disney's Coronado Springs Resort which includes room service,

the Pepper Market, Maya Grill, Siesta's, Café Rix, Laguna Bar, Rix Lounge and Las Ventanas. Epcot® World Showcase contains pavilions representing eleven countries including Mexico, Norway, China, Germany, Italy, the American Adventure, Japan, Morocco, France, United Kingdom and Canada. Each country represented has shops and restaurants which are staffed by citizens of that country. In addition, some country pavilions contain rides and shows.

Disney's Coronado Springs Resort is a Southwest-themed hotel at the Walt Disney World Resort®. It attracts families with young children as well as large business groups for conferences.



**“The Epygi customer service was in a different universe from Palmas Services’ previous provider,” says Mike Dauphinee, Corporate IT Manager for Palmas Services.**

There is a universal appeal to the traveler who admires the bright colors, architecture and dining of the American Southwest and Mexico.

Palmas Services decided to upgrade their phone system, because their previous Siemens phone system was complicated to use, had expensive parts and a poor level of service. Lastly, the decision to move headquarters increased the cost of their previous provider, causing them to look into other providers.

The main issue Palmas Services was trying to solve had to do with future growth for the company. They were looking for the ability to have seamless communication across multiple locations and have a central point of contact for their employees.

**A recipe for success**

Palmas Services investigated both Epygi and ESI. Epygi was ultimately chosen not only because of its impressive feature set and customer service, but also because of the ability for the communication system to grow along with the company. Epygi offers a unified dialing plan connecting many different locations together thus allowing free calls between office branches.

Epygi Technologies is the affordable and feature-rich alternative to ESI, Keycom and Paetec. Epygi provided excellent response, understood the needs of Palmas Services, and in doing so, also provided the most competitive pricing.

**Putting all the ingredients together**

Palmas Services installed the QuadroM8L, snom 300 and 320 handsets. The main Epygi product features that the company is utilizing is the Auto Attendant, call transferring and fax programming. The local Value-Added Integrator, Advanced Communications, provided timely advice on getting the phone lines in and was readily available throughout the setup. The solution was

installed and running in a single day. This limited the down time for Palmas Service employees, and they were able to start using their new phone system the same day. “We needed a company that could help our locations stay connected now, as well as grow with them in the future and we found that with Epygi,” says Mike Dauphinee, Corporate IT Manager for Palmas Services.

**About Advanced Communications LLC**

Advanced Communications LLC offers businesses a single point technology solution for the small to medium enterprise businesses for business phone systems including digital phone systems and VoIP phone systems, data networking, infrastructure design and implementation, business phone/data service/T1/VoIP service, surveillance systems as well as audio/video installations. Advanced Communications provides free quotes, and design services for business phone systems, data networking, surveillance systems and business phone/internet services. We have over 15 years of experience and service South/Central Florida area focusing in the Tampa Bay, Orlando and Dallas Metro areas.

**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 - Palmas Services

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