



## Tropigas de Puerto Rico, Inc.: Employee Productivity and Customer Satisfaction Surge with Epygi's Quadros

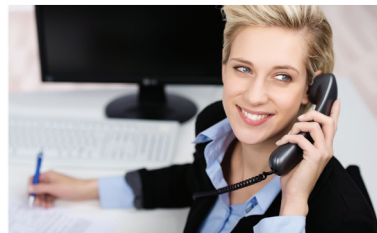
Beginning their operations over 50 years ago as a subsidiary of the Royal Dutch Shell, Tropigas de Puerto Rico, Inc. is one of the major suppliers of Liquefied Petroleum Gas (LPG) in Puerto Rico. The company services industrial and commercial clients as well as independent dealers from 26 filling plants located around the island. It operates a fleet of over 75 service and storage vehicles. The engineering and service departments install all the equipment necessary to initiate LPG supply services to clients. This includes installations of 20 to 100 pound tanks for residential customers and 120 to 30,000 gallon tank

installations for commercial and industrial clients.

The company is aggressively pursuing new technology in order to provide its clients with the safest and most advanced LPG products and services. With a focus on customer service and the tools to meet and surpass its clients' needs, Tropigas composes the smart choice in the Puerto Rican LPG market.

### **Epygi Fits Tropigas' Needs Best**

A legacy Mitel PBX supplied telephone



services to the company's headquarters in Bayamon, Puerto Rico. With many points of failure, the system was costly and difficult to maintain. It often required expensive service calls, including travel charges, from service providers to resolve communication problems. In addition, the outdated Mitel system did not provide the company an unified system, which was detrimental as the company has several remote sites and extensions.

After attending a presentation given by Benchmark Technologies, Epygi's authorized Value-Added Integrator, the Tropigas' team was particularly impressed that Epygi had many features that other, more expensive systems lacked (compared to a new Cisco or Mitel IP PBX, the Epygi's Quadros were 35% less expensive), and that the user interface and documentation were intuitive and easy to understand. The system's reliable, high-quality voice communications for remote sites via SIP tunneling are essential for successful operations, and for maintaining safety, productivity and morale.

Tropigas with the help of Benchmark's staff rolled out its first Epygi implementation in the company's Bayamon headquarters in August, 2009 within four days, followed by rollouts later to the remote offices. In all, Tropigas is now running the company using a QuadroM32x with Aastra 6731i and Aastra 6757i handsets at the headquarters with a Quadro6L at the remote site. The Epygi installation reduced overall costs, including significant maintenance costs, and eliminated unpredictable per-incident service charges.

## About Benchmark Technologies

Benchmark Technologies is recognized as an industry leader in enterprise networking, IT infrastructure design and systems consulting. For the past 16 years has been providing quality telecom solutions to all major markets in Puerto Rico and the Caribbean.

Whatever the networking or telecommunications application, Benchmark Technologies delivers a quality design package that integrates the latest technologies with a proven implementation methodology. As an Epygi Value Added Integrator, Benchmark Technologies provides design, implementation and technical support for Epygi IP PBXs.

## 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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