



- © SKY Pacific and its parent company, Fiji TV, supply pay TV service to Fiji, Papua New Guinea and the Pacific islands.
- © Epygi installs a QuadroM32X IP PBX, Quadro FXO 4 Gateway and QuadroM E1/T1 Gateway Dual 60-RM to customize and unify all systems.
- © Systems interacted seamlessly with both VoIP and analog interfaces.
- © Epygi's additional licenses allowed for access to advanced call center features, without the cost of unnecessary features.

Epygi Provides Fiji TV and SKY Pacific a Channel for Customer Support

SKY Pacific and its parent company, Fiji TV, supply pay TV service to Fiji, Papua New Guinea and the Pacific islands. SKY Pacific launched in 2005 with a humble 12-channel platform before expanding to its current 22-channel lineup to remote homes in rural communities with limited access to a reliable broadcast service.

The television broadcaster was in need of a reliable call center that included after-hours functionality and radio communications. Epygi stood out from competitors, with the ability to offer both VoIP and analog interfaces, as well as an affordable solution that reduced the company's telecom costs. Fiji TV and SKY Pacific needed to take their existing system, which consisted of numerous components, and integrate them into a unified system. Additionally, they sought advanced call

center features and video conferencing for their system.

By customizing their system with Epygi's flexible technology, Fiji TV and SKY Pacific were able to utilize the QuadroM32X IP PBX, Quadro FXO 4 Gateway and QuadroM E1/T1 Gateway Dual 60-RM to customize their system. The tailor made system, partnered with only the advanced license features they needed, enabled Epygi to fulfill the business needs of multiple PSTN and E1 links, Automatic Call Distribution, Skype, a 3G gateway and video conferencing capabilities. Licenses such as Auto Dialer, DCC Pro and Call Recording provided the advanced call center features they needed, without paying more for the features they did not want.

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