

DELICATO FAMILY VINEYARDS



CASE STUDY

SWITCHVOX

OVERVIEW

Delicato Family Vineyards, based in Manteca, California, is a family-owned winery with 85 years of experience in California winemaking and winegrowing. Three generations of the Indelicato family have overseen vineyard operations and winemaking at their California properties and today the company is led by CEO and president, Chris Indelicato. Delicato Family Vineyards is steadfastly committed to crafting and representing wines of the highest quality and value. The company's brand portfolio includes Gnarly Head®, 337®, Irony®, Bota Box®, Loredona®, Twisted®, Brazin®, Delicato® and King Fish®. In addition, Delicato Family Vineyards is the exclusive U.S. importer of Château Maris®, organic and biodynamic wines from the Minervois La Livinière region of Southern France and Bodegas Baigorri of Rioja, Spain.

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CHALLENGE & SOLUTION

With customer service at the forefront, Delicato Family Vineyards values the importance of a reliable, innovative, and easy-to-use communications platform. Having used a legacy PBX system since 1997, Delicato gradually faced increased support costs, unsupported software versions, and the demand for more IT administrator time to manage the aging system. In addition, end users were becoming increasingly frustrated with delays in restoring phone service after problems arose. Delicato decided to proactively seek a new communications solution, and ultimately chose the feature-rich Digium® Switchvox® platform.

With the adaptability and limitless possibilities of the Digium Switchvox platform, Delicato found solutions to long-standing communications problems. During the installation, very few networking infrastructure changes were needed to integrate the Switchvox into the company's existing environment. Overall, Delicato found that Switchvox's wide feature set simply worked as stated.

Faced with the demand of an increasingly mobile workforce, Delicato was immediately impressed with Switchvox's ability to handle the mobility issues surrounding multiple phones and voice mailboxes, as well as the need for mobile employees to remain reachable by their managers.

In addition to mobility, Delicato found that the new Digium Switchvox platform was easy for end users to transition to, with a very little impact on users and IT support staff. Day-to-day operations and management of the system are simple, and ongoing IT support staff involvement is minimal.

Delicato realized immediate cost savings with the new Digium Switchvox platform. A significantly lower TCO was instantly present due to the elimination of home phones and lines for sales staff. Lower maintenance costs, and the ability to inexpensively connect remote users and offices were available with the Switchvox solution.

RESULTS

Overall, Delicato Family Vineyards has seen significant improvements in the company's communications performance through the Digium Switchvox Platform. As a standards-based solution with a rich feature set, Switchvox product reduced overall costs, eliminated phone support headaches, and simplified communications throughout Delicato. An easy user transition and minimal day-to-day IT staff management made the Digium Switchvox platform a perfect fit for Delicato Family Vineyards.

Digium's vision is a world based upon open communications.

Our mission is to transform the way businesses acquire and operate their communications systems through the application of open source software.



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