



LAMATEK CASE STUDY

Lamatek Uses Switchvox SOHO.

Fabricator Makes the Switch.

LAMATEK provided this feedback on their experience with Switchvox

LAMATEK utilizes the new Switchvox PBX. We switched to Switchvox from an Avaya Partner system for it's ease of use and advanced features. In particular, the owner wanted the ability to administer the system (both system-wide and by end-user) via easy to navigate web forms.

The system was a snap to install. It came pre-configured for our network, we simply plugged in the server, turned it on, then connected the phones to our network. That was it.

The advanced IVR features were simple to figure out and we now have several configured and working like a charm. Our end users now have several IVRS that they will activate/deactivate via time segments. For example:

User 1 has two defined time segments:

- Out of Office
- Out of Office - Attended

When they are out of the office, but want to accept calls on their cell-phone, they will add this time frame to their Out of Office - Attended time segment. This forwards to the users personal IVR which includes an option to dial their cell-phone. If they're out of the office, but don't want to take calls on their cell, they add the time frame to their Out of Office time segment, which forwards straight to voice mail.

Users can elect to have voicemail forwarded to email (some do and some don't) and the Switchvox PBX gives you a voicemail management system that is very much like an email inbox. Messages can be transferred and stored in multiple folders, forwarded to other Switchvox users, etc.

We also have several situations where employees leave at different times and we want their calls covered by other extensions. Well now we can pre-configure those options and the system switches automatically when the employee's end of day is reached. We even have some situations where calls are forwarded from one to another, and then that person leaves and another person handles both people's extensions.

Employee training was quite simple. We spent 15 minutes per employee, this included having them record their name (for the system directory) and their voicemail greeting message. There has been little to no additional training required.

We have Switchvox connected via both analog lines, and through a SIP provider. The least cost routing has proven easy to setup and change.

The system's ability to be changed and updated on the fly has also proven very handy. Patches are installed through the admin GUI and take only a minute to perform.



We've not needed much along the lines of customer service from Switchvox, but when needed, there's never been a problem getting someone on the phone quickly. Pre and post-sales support has been excellent.

We've had great voice quality with the system using the same network topography we had before. No special setup was needed.

We even made the switch from our traditional PBX to Switchvox in the middle of our corporate move. We had only two days to test, configure and implement the phone system. It was done with no issues.

The Switchvox PBX has been a great addition to LAMATEK's long range plan for company wide communications improvement and customer satisfaction.

About Digium

Digium®, Inc., the Asterisk® Company, created, owns and is the innovative force behind Asterisk, the most widely used open source telephony software. Since its founding in 1999, Digium has grown to become the open source alternative to the traditional communication providers, with offerings that cost as much as 80 percent less than proprietary voice communication platforms. Digium makes Asterisk available to the open source community under the GNU General Public License (GPL) and uses business-class Asterisk to power a broad family of products for small, medium and large businesses. Digium acquired Switchvox, the leading supplier of small business phone systems based on Asterisk, in September 2007. The company's product line also includes a wide range of hardware to enable resellers and customers to design their own voice over IP (VoIP) systems. This year alone, more than six billion minutes of calls will be made using Asterisk. More information is available at www.digium.com.

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