# APIO TECHNOLOGIES
## www.apiotechnologies.com

{ a **bicom systems** case study }

## OVERVIEW

APIO TECHNOLOGIES is a Colombian company that offers the latest Information & Communication Technology to companies of all sizes. Apio demands the highest quality products for their customers and also offers training and support services.

A wide range of products is available from Apio, including IP telephony, IP video surveillance, and wireless infrastructure data solutions.

## CHALLENGE

One of Apio Technology's primary types of customer is Call Shops. These are common in certain countries and provide a more economical way to communicate. One particularly significant customer is the Columbia National Lottery which has a distribution channel of 4000 shops. These shops offer reduced rates for long-distance and international calls.

The lottery has some particular advantages to this market. As well as the economies of scale and large network of retail outlets, it has the important aspect of managing cash and credit risk of so many retailers.

To better serve this customer, Apio began the

search for a SIP-based application that could integrate their telephony services to their customer's point of sale using a single web interface. They wanted to be able to control various Call Shops from one central application.

Additionally, Apio also wanted to offer pinless calling cards that could be recharged anywhere. Their goal was to give customers Local Access Numbers to call into from their landline or cellular phone.

Finally, Apio wanted to utilize an automatic billing system that could control everything from one single place. Their idea was to have a single account balance and offer user accounts for self-service.

## SOLUTION

Bicom Systems was able to help Apio Technology meet their goals by providing Switchware Call Shop Edition as a telephony module and Telcoware as an automatic biling platform. Bicom's entire solution was managed by a single online interface.

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## IMPLEMENTATION

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## RESULTS

The solution provided by Bicom Systems addressed all requests made by Apio Technology and empowered them to offer better services to their own customers. The integrated interface created by Bicom made set-up, monitoring, and management of Call Shops simple, whether onsite or remotely.

Apio's new systems saves them time as operators can simply log in to the interface and quickly run reports, apply payments, reset accounts, view session logs, etc.

The combination of Apio Technologies' innovative plans and Bicom Systems' products and services gave Apio a huge push forward in the industry. They now offer a more unified solution to their customers with the promise of simplicity, ease of use, and saved time. This gives them an edge over competition and is already aiding in the success of Apio Technologies.

**Bicom**
SYSTEMS

# COMPANY NAME

**VISION STATEMENT:**

Text

**CONTACT:**

Website:
Email:

Telephone:
Fax:

**NECOR**