



# S-Net Communications

## CASE STUDY

### Overview

S-Net Telecom is an Illinois-based company that provides communication services to small and medium-sized businesses, governments, and enterprises using Bicom Systems' PBXware Multi Tenant PBX. The company provides a full range of communication services, replacing the need for multiple providers and systems.

S-Net's mission is to provide the most advanced systems and features while assuring stability and reliability. According to their website, "we don't just specialize in one area of your communication needs; we specialize in all of them."

By taking advantage of the solutions and services offered by Bicom Systems, namely PBXware Multi Tenant PBX, S-Net Telecom has been able to expand and fully realize its potential. Bicom Systems was the missing piece in S-Net's business plan.

### Challenge

The challenge was to provide S-Net with a new phone system for The Client that would not only meet The Client's own needs, but also those of their tenants; all the while lowering costs and making their real-estate offer stand out above the rest in a very competitive economy.

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The Client has two locations, one in the city and one in a suburb. These were connected by a high cost point-to-point connection. The Client wanted to tie these locations together with a cheaper and more reliable solution that offered all of the features they would have liked. Specifically, they needed a system that would give each physical Tenant the ability to organize that one company's phone calls.

## Solution

The solution provided by Bicom Systems was a m2000 box with PBXware Multi-Tenant Edition installed and the Sangoma A101 PRI card inserted. This was located in the main corporate headquarters in Chicago and remote offices connected to a cable modem.

The main office also has SIP trunks supplied by S-Net's trunking service which itself is run on a larger fault tolerant systems provided by Bicom Systems.

The remote offices have telephones that are registered to the main system in Chicago.

## Implementation

The implementation stage began by going to The Client's site and getting requirements. This was followed by signing a contract with The Client. After that, S-Net installed the routers, switches, and phones and provided training to The Client.

## Results

Through the solutions engineered by Bicom Systems and the implementation done by S-Net, The Client saved money by using the new system with the point-to-point connection and S-Net made revenue on the sale, installation, and additional SIP trunks.

Thanks to both Bicom Systems and S-Net, The Client ended up with a more lucrative product due to the enhanced features that they can now offer to small and medium businesses.

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Namely, the flexibility to work from home and access voicemail, email, and even telephone from a webpage anywhere.

These remote action features allow them to “look and sound just like you’re calling from an office.”

This appeals to small businesses as it gives them a great deal of professionalism at an affordable price. The Client will benefit greatly as a business from the solutions and products provided by Bicom Systems and S-Net Telecom.

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