



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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