S-NET TELECOM
www.snetconnect.com

{ a **bicom systems** 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

S-Net's challenge was finding a reliable platform on which to run their business. They began by trying out Cisco Call Manager but it did not work for them. Cisco is designed for a corporate world rather than for service providers. S-Net could not use Cisco to deliver their customers' needs. After Cisco, they tried Stratus Telecom, but were also displeased with the service. In this case, the platform was difficult to manage and unstable. For example, it was lacking in ease of use. It had been designed for engineers rather than for users. S-Net knew what they wanted to do and how to do it, but was lacking the system on which to base their business.

SOLUTION

In the words of Alex Fayn from S-Net, the company finally found its solution in "a diamond called Bicom Systems." Bicom Systems provided

PBXware Multi Tenant PBX, allowing S-Net to support demand and to fulfill their many opportunities for providing telephony services. In short, Bicom Systems essentially made their business plan a working reality.

IMPLEMENTATION

S-Net migrated close to 2500 extensions over to Bicom Systems. While there were a few bumps in the process, Bicom was able to work through them and install the system successfully.

RESULTS

With the implementation of Bicom Systems' platform, S-Net has had great success as not only a regular telephony provider, but also as a solution for more complicated needs. It has allowed them to use Cloud Telephony Systems, a highly important part of today's industry. Using Telcoware, S-Net's promise to investors is to sell 200 more extensions per day. They now have large clients throughout the United States ranging from ma jor insurance companies to major manufacturer companies.

bicom
SYSTEMS

S-NET TELECOM

VISION STATEMENT:

To provide up-to-the-minute data and voice systems that are customized to provide the stable, reliable service and capabilities that you depend on to run your small- and medium-sized businesses. We don't just specialize in one area of your communication needs; we specialize in all of them. No other company can make that claim.

CONTACT:

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