

# VOXIA LIMITED

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{ a **bicom systems** case study }

## OVERVIEW

VOXIA LIMITED is a Communications Solutions Provider based in Herzliya, Israel that specializes in “network and communication solutions for business customers.” VOXIA delivers a complete package, offering consulting, architecture, implementation, training, maintenance, and support services.

The Israeli law firm [Epstein Rosenblum Maoz \(ERM\)](#) is one of VOXIA's prominent customers and an End User of [Bicom Systems' PBXware Business PBX](#). ERM offers legal services to corporations and banks both in Israel and worldwide. Their office is growing rapidly thanks to their partnership with VOXIA and their success with the [Business PBX](#) platform.

## CHALLENGE

VOXIA's challenge was to outfit ERM with a new, advanced communication system that met their needs at a low-cost. Communication, and telephones in particular, are a vital part of a legal services business and have a major influence on the efficiency and success of the company. The employees at ERM are on the phone off-and-on all day long and therefore necessitate a good telephone system. Not to mention the fact that lawyers charge by the hour and therefore cannot waste time with a slow or inefficient communication system.

ERM was moving to a new office at the time and

decided to take advantage of the opportunity to implement an entirely new communications system that would meet their needs of flexibility, feature richness, voice quality, and ease-of-use, to name a few.

It was the universal problem in the world of business: a truly *good* product at an affordable price. Fortunately, VOXIA and Bicom Systems, working together, had the solution.

## SOLUTION

VOXIA implemented a communication system that met all of ERM's needs while staying within their budget. VOXIA supplied all elements including network, hardware, and software, installing PBXware with PRI digital lines technology. They provided the necessary means for employees to work from the office or from home with much more efficiency.

Additionally, VOXIA creates a back-up for each extension on their *own* Hosted System (powered by Bicom Systems' [Multi-Tenant PBX](#)). This provides each user with a second 'identity' to fall back on should something go wrong. Whether the PRI lines cut off or the server blows out, employees at ERM will not have to feel the effects of a communication system going down. Thanks to the back-ups created by VOXIA, precious time will not be lost with technical issues. PBXware had the quality of service that ERM requested at a price that wouldn't break the bank.

## IMPLEMENTATION

Implementing the solution involved not only installing software, setting up the physical hardware, and training the employees, but also managing an entire office move. VOXIA oversaw the move to ERM's new office and set up a working office with the new telephone system.

ERM stated that they were very impressed with VOXIA and pleased with the level of service that they received. During the implementation process, they went from a small office with a mediocre system to a large facility with a state-of-the-art communication system.

## RESULTS

Both VOXIA and ERM reaped the benefits of their business exchange. VOXIA enjoyed a successful sale to a large, prominent company in Israel and ERM underwent a dramatic transformation that continues to lead to phenomenal growth.

ERM is now more efficient than ever. With a number of secretaries manning the telephone system and a wide range of features to choose from, the company's lawyers are free to spend more time

practicing the law and less time tripping over a clumsy communication system. The secretaries answer all calls and take care of the administrative aspects, even ending the calls. Lawyers only have to get on the phone when absolutely necessary and for a specific purpose. Some use the system to work from home, others are able to continue working while travelling or on the road.

Not only efficient, the new system is also reliable, stable, and offers a host of useful features. For example, the employees can use the internal conference feature to save money spent on their service provider. Or the Telephony Billing feature to generate a report showing the amount of time each lawyer is on call.

VOXIA's installation of PBXware Business PBX has allowed ERM to grow rapidly. They started with only eight telephone extensions and have already grown to at least 40. Growth is now a simple process that only involves upgrading their license rather than seeking out a new system. Should they need new hardware, the existing software is simply transferred. VOXIA expects to continue growing and expanding with the help of the powerful, expandable communication system provided by VOXIA and Bicom Systems.



## VOXIA LIMITED

### VISION STATEMENT:

Our goal is to be our Customers' preferred partner for networks and communications.

We aspire to have open relationships with our Customers so we can best understand their needs and provide the most efficient and effective solutions to help them achieve their business goals.

### CONTACT:

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