bicom
SYSTEMS

Overview

bluBlob is an Australian company that supplies and supports Hosted Telephony Solutions for business and enterprise. The company objective is to "provide reliable hosted solutions in telephony, network access, and applications."

Challenge

Customers now have the features, flexibility, and scalability that hosted systems can now provide. bluBlob needed to source a Hosted Telephony platform that was dedicated to product enhancement and reliability. They wanted to offer a more "feature-rich, robust, turnkey solution" that would boost productivity and save costs for their customers. bluBlob also wanted to fulfill some common customer requests, including: flexibility, multiple location service, monthly billing, number portability, and cost savings.

Solution

PBXware meets their customer's expectations by delivering customized solutions, coupled with reliable access they can deliver in a robust solution that scales easily for all business. The available feature set provides great flexibility for business. Cost savings are achieved using cloud technology that erases the need for costly hardware, software upgrades, and maintenance. Business can maintain their existing numbers regardless of location and distribute their workforce across multiple locations using multiple devices

Implementation

Each implementation is customized to bluBlob's client's unique requirements. Transition to the new system is staged, so there is no downtime for the business. Each business, and indeed individual user, has unique requirements, from receptionists, softphone users, mobile workers, call center, managers, and standard workers. Installations run smoothly because they are fully managed and monitored post-installation with any minor changes acted on immediately.

Results

Since partnering with Bicom Systems, bluBlob can provide a better, more valuable product. They have met existing customer requests and can win more sales with a more flexible, scalable, and feature-rich solution. Customers benefit from the wide range of multi-vendor standards, including compatible handsets and devices that easily connect to the system

BLUBLOB
is an Australian Company that supplies and supports Hosted Telephony Solutions for Businesses and Enterprises.

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