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. The company provides a full range of communication services, replacing the need for multiple providers and systems. S-Net Telecom's goal is "to educate you on the best communication tools for your specific needs." Since using Bicom Systems PBXware Multi Tenant PBX, S-Net has expanded considerably and is better able to serve their customers.

In this particular case, S-Net Telecom's client was a Serviced Office Accomodation company. This means that they rent out fully-furnished offices complete with internet, telephones, etc. For the purpose of this case study, we will refer to S-Net's client as The Client. Bicom Systems was able to support S-Net's service to their customer by providing PBXware Multi Tenant PBX.

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.

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 PBX 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 trucks.

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. 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 professionality 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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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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