

Case Study:

How A Long-Time CLEC Found the Stability It Needed to Grow with PBXware and Communicator



Southern California Telephone Company (SCTC), a Competitive Local Exchange Carrier (CLEC) based out of Southern California, began successfully selling hosted telephony over 20 years ago using free open source software. They provided the best service possible using open source, but eventually found the lack of support to be unsustainable. Free software means no support and all issues had to be troubleshoot internally.

SCTC discovered [PBXware](#) via a Bicom Systems partner. They saw how satisfied that team was with their system and decided to put some extensions on it to test it out. They immediately loved it, especially the stability. They soon moved all of their hosted services to the partner's switch, leaving open source behind.

A year later they were ready to buy their own switch and began working with Saulio Reyes, Bicom Systems Account Manager, to implement PBXware in their data center. The implementation process went smoothly. SCTC Telecom Manager & Network Administrator Jon Atilano reported no issues and says "Saulio set them up well."

Executive Summary

- **Southern CA Telephone Company** offers innovative telecom solutions to clients across the country and across the globe
- **Bicom Systems PBXware** gave them the stability they needed to expand and grow
- **Communicator** is the Unified Communications app allowing them to develop new solutions

[PBXware](#) is a turnkey telephony platform that boasts many advantages over free alternatives. While "free" may seem great at first, the costs to maintain and upgrade such a system quickly add up. The lack of support means internal busywork and troubleshooting. And only a true multi-tenant system will allow for unlimited users and scalability. In short, PBXware has thousands of features that meet and exceed expectations in a way that free software could never do.

"I'm no longer focused on trouble calls," says Jon, "no longer dependent on one person knowing the system." Now that the team has so much time back, they can focus on sales and development. This year they are adding CRM, SMS, and video calling.

When asked what he likes most about PBXware, Jon replied "The stability. PBXware doesn't break, doesn't glitch, and is easy to maintain which helps make us profitable!"

The Bicom Systems support team is available if any issues do ever arise, but Jon says "Nothing is ever wrong with the software, our only support requests are help with customer configurations. That is huge."

Southern California Telephony Company has customers across the country and even across the globe. Currently they are working with three businesses opening in Missouri, Colorado, and Florida. One interesting niche is the medical industry. Many clinics have trouble finding triage call center workers in the United States, so Jon is setting them up via [Communicator](#) with teams in the Philippines.

SCTC has thousands of copper POTs customers, many of them residential lines. Thanks to Bicom, SCTC is now able to confidently convert these to VoIP.

Southern California Telephone Company is a dynamic, forward-looking company that has been providing innovative telecom solutions to our clients for over 27 years. We offer a full suite of products for your home and business.

Contact Info:

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Bicom Systems

is an innovative Unified Comms provider with all of the pieces to start and grow a telephony company, from a virtualization platform to Multi-Tenant PBX to UCaaS apps.

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