

Advanced Technology Consulting

Financial Services



Faced with a crashed phone system that knocked out voicemail and auto attendant, a local, West Chester, OH-based financial services firm needed immediate help. Quick to act, Advanced Technology Consulting (ATC) implemented a new VoIP phone system to address growth plans and meet immediate needs. ATC fast-tracked and managed system deployment in just over a month. The financial services firm chose a cloud-based, VoIP solution offered by Cincinnati Bell – Emerge.

SITUATION

When the old system went down, the lead executive at the firm quickly learned that fixing their old system didn't make sense, given the costs and its inability to scale with future growth. After gathering a couple bids for a new phone system that were costly, the firm engaged ATC to find the right system for the right price.

“Originally, VoIP was not a primary consideration, but ATC gave us insight on our options and helped us find the right system for our business. In addition, once the decision was made to go with Emerge, they worked with Cincinnati Bell to get the solution installed and our employees trained in short order.”

Managing Director **Financial Services Firm**

The new VoIP business phone system transmits across two dedicated T1s, providing digital VoIP services to all 26 handsets. The hosted VoIP solution can grow and change with the business. It's a managed solution that unifies all their business communication devices and is hosted by Bell in the cloud with disaster recovery routing built in. The only hardware on site is a router, some switches, and the handsets. The financial services firm no longer has to manage and maintain an on-premise IP-PBX.

Through a web-accessible dashboard the system's features can be easily managed, calls routed, and call logs quickly reviewed. Other features include single-number reach capabilities, follow me capabilities, voicemail-to-email, speed dial up to 100 per phone, auto attendant routing, and more.



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VOICE NETWORKS

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Advanced Technology Consulting, Inc

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