bicom
SYSTEMS

Overview

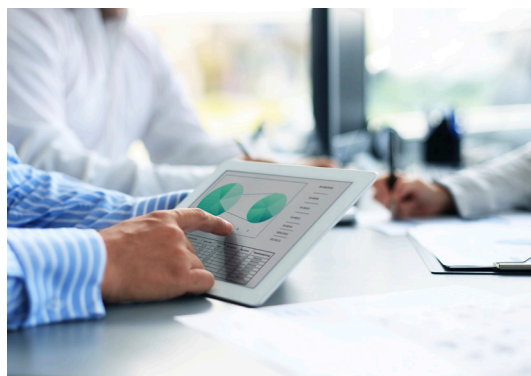ENTRUST ICT is an Australian company that provides wholesale information and communication technology solutions. Entrust ICT was formed with the acquisition of Nextep Broadband in 2013 and provides a full range of products, services, and platforms to partners throughout Australia.

Challenge & Solution

Entrust had been providing voice solutions using NEC softswitches and Asterisk-based hosted PBX platforms. When searching for a platform with advanced features and reliability, they chose Bicom Systems and made the switch to COMMSware. PBXware provided additional features that make the difference. The completeness of the solution with sipPROT to provide protection, sipMON to provide network monitoring, and the value add of gloCOM softclients allowed to EntrustICT provide a fully featured reliable solution to their customers.

Implementation

Entrust reports a smooth transition to PBXware. Training was effective and technical support was excellent. Any difficulties were resolved to satisfaction.

Entrust is now supporting over 80 partners.

Results

Since moving to PBXware, Entrust is able to target its customers, particularly SMBs, with a more compelling solution. Thanks to stronger products, more services, and advanced CRM integration, Entrust has experienced growth and is now supporting over 80 partners. The solution has allowed one of their partners, Arrow Voice and Data, to provide a competitive cloud based PABX solution. They are looking forward to continued growth and serving a large number of SMBs in Australia. Stay tuned for a case study with Entrust's partner Arrow Voice and Data.

Entrust ICT

provides wholesale Information and Communication Technology solutions specializing in broadband access and network based applications.

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Bicom Systems

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