

BICOM SYSTEMS CASE STUDY

A partnership with PSIS to fill a niche in the Netherlands market.

OVERVIEW

PSIS provides IT and Telecom Solutions to small and medium businesses in the Netherlands. One of the only “virtual office” providers in the Netherlands, PSIS uses the latest techniques and technology to offer unique and complete solutions to customers. PSIS prides itself on being the sole point of contact for all of their clients’ needs, from IT to telecom.

CHALLENGE

As PSIS began to grow and evolve, the need for a multi-tenant solution to complete their business plan arose.

Customers were no longer satisfied with a physical, in-office PBX. In today’s market, professionals need flexibility and the ability to be “in the office” anytime and anywhere.



Few companies in the Netherlands offer ‘virtual offices’, making this an open niche for PSIS to pursue.

SOLUTION

After testing a few providers, PSIS found Bicom Systems **Multi-Tenant PBX** and chose it as the best solution at the best price.

Multi-Tenant PBX was the ideal software to offer a ‘virtual office’ to all of PSIS’s clients. It meant just one physical PBX hosted by PSIS and an unlimited number of virtual tenants.

PBXware allows tenants to connect anywhere and anytime, addressing one of PSIS’s most important requirements. It offers the flexibility that customers have come to expect and require.

IMPLEMENTATION

The implementation of PBXware **Multi-Tenant PBX** at the PSIS office went fairly smoothly.



They experienced a few delays and bumps in the road, but these were explained to their satisfaction and fixed. PSIS voiced some issues with support, but Bicom Systems addressed their concerns and offered the support needed.

In the end, all parties were happy and the implementation was successfully completed.

RESULTS

PSIS reports satisfaction with **PBXware Multi-Tenant PBX**. The product works well and has met their requirements. Among other things, PSIS is now able to offer a VoIP option that was not available before. They are one of the few companies in the region that can offer a complete solution and be a single point of contact.

PSIS is now able to target more businesses with a higher level of service guarantee and the option for a complete ‘virtual office’ provided by just one company. Overall, PSIS is pleased with the results and Bicom Systems is excited about a successful partnership with PSIS.

Bicom Systems

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“We provide the Communicating World with the most Complete Turnkey Communication Systems available by Creating, Unifying and Supporting the Most Advanced of Current Technologies.”

PSIS

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“To provide a safe, reliable and appropriate automation solution for you, based on the latest techniques and best service. Care and reliability are the core values of PSIS.”