



## Overview

WiLogic is a Business Phone Line and Broadband Internet company that officially launched in 2002. While most phone and Internet companies were struggling to keep up with the big competitors, WiLogic began growing steadily from the start.

Named one of the 'fastest growing companies in Orange County', WiLogic expanded in a few short years to two offices and accumulated several employees.

## Challenge

As is usually the case, growth and success led to a need for more equipment and tools. WiLogic started as an Internet provider but eventually added phone service to their repertoire as well.

Dial tone service gave way to VoIP and WiLogic found themselves in need of a platform to support a complete VoIP solution that would satisfy customer demands for more features.

They discovered 2600hz Kazoo and would have liked to partner with them, but the prices were simply too steep.

## Solution

The search for a better-fit solution ended with Bicom Systems. From the start it looked like the solution they needed at the right price.

Particularly enticing was the fact that PBXware would be a one time purchase plus an annual support contract. It was affordable and did not require a lease. Additionally, Bicom Systems offers the telephony features that end users now demand.

After calling a few Bicom customers and getting rave reviews, they decided to take the leap.

## Implementation

There were a few roadblocks during the installation and initial training session that slowed the process down, but WiLogic was able to learn the software and catch up quickly on their own.

WiLogic appreciates the annual support contract and that help is just a phone call away.

## Results

Backed by Bicom Systems and PBXware, WiLogic is now able to offer the feature-rich IP Phone solution that customers have been long awaiting.

While many competitors have failed to keep up with the fast-paced market, WiLogic is now ahead of the game and has been able to survive as a small company in a market dominated by large competitors.

Customer retention has improved and growth is expected to continue steadily in the coming months. A success for all!

## WiLogic

is a Business Phone Line and Broadband Internet company that was named 'one of the fastest growing companies in OC!'



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## Bicom Systems

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