



Case
Study

IP PBX
Solution



PBXware

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Junction Cloud Connections provides business-class VoIP and IP PBX services from Dover, DE. Founded in 2010, Junction grew quickly; perhaps a little more quickly than they were expecting.



The Challenge

Junction started out with its own custom built Asterisk system. It served its purpose in the beginning, but as the company grew, it steepened the workload of even the simplest of tasks. The custom system was complicated and unique – not something that could simply be taught to administrators and customers and left on-site.

Running on Linux, the responsibility of the system fell squarely on the shoulders of the COO of Junction Cloud Connections.

What Junction needed was a simple web interface for administrators and customers; something to shift basic tasks, for example, modifying voicemail to email settings or changing an extension name, from Junction to the users themselves.

Around the time the COO realized something had to give, a friend mentioned that he had started working with Bicom Systems and was very satisfied and impressed with its flexibility.



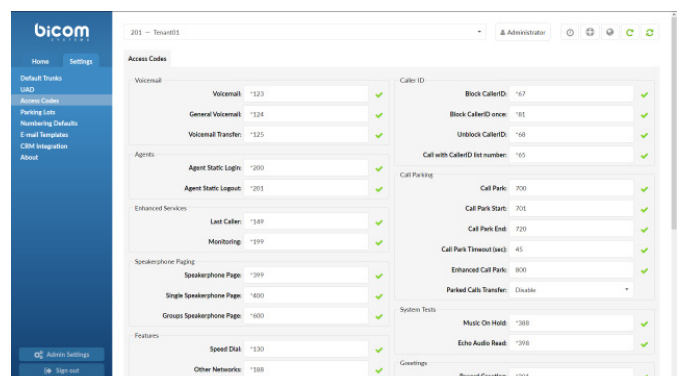
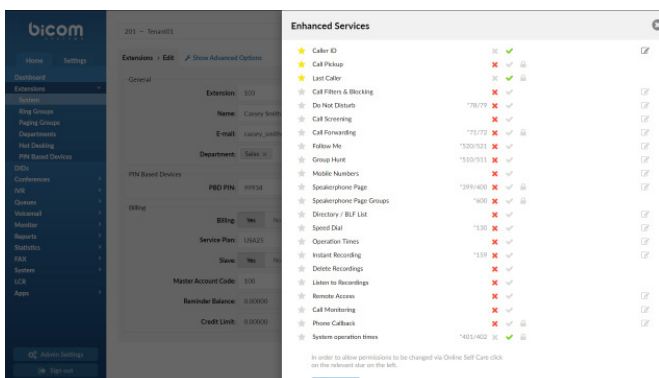
The Solution

After researching and reaching out, the COO met with Saulio Reyes of Bicom Systems to tell his story and observe some demos. As soon as he learned that

Bicom Systems also runs on Asterisk, he knew it would be the perfect match. He could continue to have direct access to the Asterisk command line with the flexibility it provides, and still hand the controls over to his partners and employees. Furthermore, existing projects that had customized settings could be duplicated rather than redone from scratch. New customer provisioning now takes under 5 minutes, down from 45+ minutes on the old system.

While Asterisk was the COO's primary selling point, the flexibility of Bicom Systems was a close second. The COO had a successful business going and had no desire to make drastic changes or spend months on a migration.

The Bicom developers were very flexible and able to improve on what he had without disrupting business.





The Conclusion

With Junction's system moved over to Bicom Systems, the COO's time was freed for more important things like developing and growing his business.

In conclusion, Junction's COO reports:

"We are very happy with the service and we love that it is flexible to configure. We can finally answer 'yes' to all customer requirements and check every box on the list!"

To learn more about Junction Cloud Connections visit their website at www.junctionconnections.com or contact them at 302-203-6888 or info@junctionconnections.com.

