

# American Business Telephone & Technologies, LLC



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## TRIAxis Storage Solutions now served by IPitomy VOIP Phone System



[www.triaxis.com](http://www.triaxis.com)

Tom and Anna Mumford of TriAxis Storage Solutions, Inc., had dire phone problems needing remedy for their multi-national data storage company. Their ALLWORX VOIP system of 8 months had a terrible “clipping” sound on speakerphones, line static, and lines not working. They also needed a second auto attendant to answer for their sister company TriAssist. Often VOIP customers opt for SIP trunks (internet phone lines) due to cost savings and integration. Tom’s business being an E-storage and web intensive has multiple T1’s. With TriAxis being a major T1 customer, the phone company provided many copper phone lines for a reduced rate. Changing to VOIP lines posed no cost savings. A feature they needed to maintain was voice mail to email for traveling staff. An initial decision was to install a digital NORTEL Meridian system to accommodate

standard phone lines, multi-tenant auto attendant, reclaim call clarity, and keep voice mail to email. The NORTEL system functioned *except* for voice mail to email. NORTEL unified messaging only sends voice mail to email within Outlook folder internal to office. Tom, Anna, including their sales and engineering team travel extensively to India. They needed to listen to all messages on their cell phones. NORTEL lacks SMTP



engine...it cannot package a voice mail as an email and send out over the web. NORTEL system trial installation would not work.

After the unfortunate experience with the ALLWORX VOIP system, a major concern was installing standard phone lines on a VOIP system. Discussions with IPitomy and TriAxis engineers gave assurance that regular phone lines would provide the clarity and quality TriAxis demanded. ABT&T also corrected other phone issues with AT&T. One automated attendant answers for TriAxis, and the other for TriAssist. Among the many features

callers now choose information menus, staff name directories, and DID extensions on system.

Teaming with the TriAxis IT system support team, the IPitomy phone system was integrated with their LAN, Tiger POE switches, and Juniper firewall router.



Most importantly the IPitomy VOIP phone system provides crystal clear quality phone service with full duplex IP 550 speakerphones, including voice mail to email sent globally through the net to cell phones of traveling overseas staff.

The IPitomy VOIP system answers all calls now and is ready to accommodate TriAxis and TriAssist’s continuing worldwide expansion as well!

### Summary

- Voice Mail to Email
- Quality of Service (QOS)
- Regular POTS phone lines
- Multi-tenant answering
- Clear speakerphones