



## Epygi Technologies Ensures Peace of Mind and Efficiency at Insurance Connection USA

Located in Denton, Texas, Insurance Connection USA is a multi-line insurance agency offering home, auto, life and disability insurance to more than 5,000 clients in the Dallas/Fort Worth area. In the summer of 2010, Insurance Connection USA wanted to upgrade from their Verizon® digital phone lines to a Voice over Internet Protocol (VoIP) phone system.

With the Verizon® phone lines, the company only had basic phone capabilities. It was for this reason that Insurance Connection USA knew it was time for a change in their communication system. After investigating several VoIP systems on the market, Insurance Connection USA decided that the Epygi system was the best fit for their company due to its cost-effectiveness and advanced



“The most important feature, which Epygi was able to provide, was the integration of our remote workers and offices to our main office,” says Bob Garrison, President of Insurance Connection USA.

telephony features offered. In August 2010, the installation of the Epygi Quadro2x was completed in just one day.

## Epygi Serves Enhanced Functionality

Due to the abundance of communication features built in to the Epygi system, the employees of Insurance Connection USA are much more efficient in their day-to-day work. Call routes provided by the Quadro enable dedicated lines to be established for agency departments such as sales and service or for specific people within the organization. Additionally, the multi-level Auto Attendant routes incoming customer calls to the right department or employee.

“The most important feature, which Epygi was able to provide, was the integration of our remote workers and offices to our main office,” says Bob Garrison, President of Insurance Connection USA. If a new remote employee is added, all the company needs to do is provide that employee with an IP handset which in turn configures with the Epygi system located at the headquarters.

## A System for the Future

Garrison sees the Epygi phone system as an investment not only for meeting his needs today but into the future as

well. Although the agency has only begun to experience all that the Epygi system can do for the company, the employees are looking forward to newly released features. “So far, we’re very pleased with what the Epygi system is doing to enhance our business. Everything has been extremely seamless,” concluded Garrison.

## About Epygi Technologies

Epygi Technologies, Ltd., a worldwide provider of award-winning IP PBXs and gateways supporting small businesses to enterprise’s telephony needs, is a private U.S. company founded in 2000 and headquartered in Plano, Texas. Reliable, secure, easy to install and use, Epygi’s products offer users outstanding benefits and an unparalleled range of features at very economic prices. Customers are able to improve their productivity, lower operating expenses, enhance their image, while affording the latest in telecommunications equipment. Visit us on our website, follow us on Twitter, like our page on Facebook and join our LinkedIn group.