



Jomar Technologies and Sayre Enterprises

High Performance Products for High Performance Customers

THE CHALLENGES

- Reduce communications costs
- Provide high quality service to Sayre's customers
- Improve multi-site operation
- Modernize communication capabilities
- Simplify administration
- Ensure excellent support from Sayre's vendors

THE SOLUTION

- 3CX IP Phone System
- Jomar Technologies – professional services
- nexVortex for Business Grade VoIP

THE RESULTS

- Significant reduction in telephony expense
- Great "Big Business" style support from "real people"
- High Quality Business Grade VoIP
- Smooth implementation from collaborative partners
- Ease of ongoing administration
- Cost-effective with minimal life-cycle costs
- Solution tailored for Sayre's specific needs
- Future-ready solution
- Unified system eliminates multi-site "islands"
- Increased productivity with ability to view "presence"
- Reduced need for costly telephone instruments

In today's competitive manufacturing environment, businesses distinguish themselves through the quality of their products and services by choosing vendors that offer high value at an affordable cost while at the same time creating opportunities for both themselves and their clients.

Sayre Enterprises is a company that is constantly seeking to improve efficiency, drive down costs and gain a competitive edge through emerging technologies. They look for vendors who share their goals in creating efficiency. Jomar Technologies, with their expertise in implementing the 3CX Phone System and their close relationship to nexVortex, was the ideal vendor to provide the solution to Sayre's needs.

CHALLENGES

At their location in Virginia's beautiful Shenandoah Valley, fiber optics were slow to arrive for Sayre Enterprises. The company has three locations and they functioned as separate "islands." The company was forced to use high-cost traditional telephony services at each location. Their PBX equipment was old and offered few productivity features.

As soon as fiber access was available Joe Pagnam, Sayre's Director of IT, made his move. His strategy was to transition quickly but methodically to unified communications with Voice Over IP. He knew that his management wanted the savings which would come from VoIP, but he also knew that there would be zero tolerance for performance problems. His challenge was to prove that the VoIP concept would meet service goals and that his chosen vendors would give him the support he needed in his "one-man shop."

SOLUTION

Jomar Technologies and nexVortex have a record of working seamlessly with the 3CX Phone System in a way that met all of Sayre's criteria: the best support, the highest quality service and great prices from their vendors. Joe researched the available IP PBX systems and selected 3CX based on its reputation, features and ease of use - his next step was to prove all three of his vendors in a proof-of-concept phase.





"Using nexVortex's simple and powerful customer portal, a customer can configure or change phone number routing, on their own, in seconds."

"With Disaster Recovery Routing, every customer can easily set calls to be forwarded to alternate IP addresses or phone numbers in the event of an outage."

Robert Schaefer, President of Jomar Technologies, Inc.

SIP Trunking Services by:
nexVortex, Inc.
510 Spring Street, Suite 120
Herndon, VA 20170
www.nexvortex.com

nexVortex, Inc. is the leader in IP communications services and an industry expert in SIP Trunking technology. They provide custom plans and applications for multi-site businesses and contact centers.

Implemented by:
Jomar Technologies, Inc.
Philadelphia, PA
West Palm Beach, FL
Houston, TX
<http://jomartechnologies.com>

Jomar Technologies, Inc. is a leading business computer technology company specializing in business process automation and computer information systems.

Jomar and nexVortex offered him the flexibility to scale his commitments as he stepped through the proof-of-concept and several implementation phases. Joe appreciated the collaborative way in which his vendors worked together to implement a tailored solution. Jomar is experienced in 3CX implementations and is a nexVortex IP Telephony business partner. Joe appreciated Jomar's consultative approach and their success in crafting the best solution to meet Sayre's specific needs.

Customer service is a signature component of Jomar's value in the VoIP space. So they understood that call quality and potential dropped calls would be a concern to a company like Sayre, who similarly values customer experience. To Joe's delight the VoIP service has worked beautifully. Regarding nexVortex's support Joe says "People were calling me! That was really good. You talk to real people there, and they are ready and willing to help. nexVortex has proven to be highly responsive and they provide a good price with great support coverage."

3CX also proved to be a good choice for Sayre. It is a Windows-based software PBX, so there are no expensive hardware elements to purchase. It is simple to maintain, no programming nor Linux skills are required. The 3CX support team's ability to answer all questions Joe has thrown at them has reduced Sayre's requirements for professional services.

RESULTS

Jomar and nexVortex proved to be the VoIP solution Sayre was looking for. Besides providing the "best support, highest quality service and great prices," perhaps the single most important benefit is the amazing cost savings. Even though they encountered a monthly penalty from their traditional telephony vendor for early termination of their contract, Sayre has been able to realize a \$700 per month savings in telephone expenses. This monthly saving will rise to approximately \$1700 per month when the penalty expires. Their monthly expenses have been reduced by more than half. Their monthly expenses have been reduced by more than half! As their usage grows, so will the savings. The support has been "huge." And the service has been excellent. Joe notes that when he asked the users to let him know of any problems following the IP conversion, he received "no calls or emails."

Moving beyond those basic goals, Sayre has found surprising additional benefits.

- Due to IP Telephony's inherent multi-site capability, Sayre's three sites no longer operate as "islands" and employees can dial across all sites on a three-digit basis.
- Employee productivity has improved by use of Presence in the 3CX Phone Desktop Application.
- The advanced features of 3CX have enabled Sayre to purchase inexpensive Yealink phones and still keep its employees happy. With the 3CXPhone Softphone, Sayre does not even need telephones at many locations.
- Sayre is positioned for the future with a flexible VoIP plan to meet increasing volume requirements, and a feature-rich IP PBX enabling advanced features now and more in the future.

For Sayre, VoIP was worth waiting for—

thanks to their wise choice of vendor partners.