

Porter-Starke Services, Inc.

Customer Success Story for Providers of Wellness Services



Page 1 of 2

Overview

Porter-Starke Services, Inc., of Indiana, USA were looking for a system to replace their legacy CENTREX-system. They needed an integrated communications system which could support their growing business in various locations, including two main sites with 150 users and seven remote locations, each varying from four to thirty users per site. They wanted to accomplish all of this while consolidating costs, and improving agent and user functionality. Porter-Starke evaluated vendors such as Avaya and Nortel for an IP PBX.

With the recommendation from Golden Technologies, a value added reseller, they selected a solution provided by Zultys with deciding factors like peer to peer grouping of multi-site systems, call recording, and integrated remote devices that simplified remote worker access to a central system.

Benefits

Steve Massa, a senior partner of Golden Technologies explains, "Their existing infrastructure could not take them to the next level of productivity." The management and billing of the system was a nightmare for the accounting staff. Furthermore, with the legacy solution, each user required a dedicated line running to their desk going into a standard analog phone with a desktop answering machine for voice mail service.



With MXgroup and hotdesking features, users can log into either location to be reached. PSTN access can be retained at each location and calls can be routed over the WAN to save on toll charges. "The flexibility of the Zultys products allow us to provide solutions that are tailored to suit the current need as well as adapt to future needs," explains Alex Malinovich, Technical Specialist at Golden Technologies. He adds, "Moreover, we can provide these solutions at a very attractive price point."

<p>Customer Challenge</p> <ul style="list-style-type: none"> ● Increase Capacity ● Centralize PSTN access ● Consolidate telephony costs ● Eliminate Centrex fees
<p>The Zultys Difference</p> <ul style="list-style-type: none"> ● MXgroup of multiple sites ● Remote worker solution ● Fast return on investment ● Easy maintenance

Porter-Starke immediately realized nearly a four-fold cost savings between the monthly CENTREX cost and the monthly cost of dual PRI lines. With all of the additional functionality being provided by the MX250 system, coupled with the fact they now own their own PBX, it was an obvious choice. Rough estimates place the cost of the system as being equivalent to less than two years of CENTREX service. Porter-Starke plans to roll out more Zultys products in the near future. "The financial people like the price, the end users love the features, and the IT staff love the ease of maintenance, this is a no-lose situation." said Alex.

Zultys Technologies
 771 Vaqueros Avenue
 Sunnyvale, CA 94085
 USA
 Tel: +1-408-328-0450
 Fax: +1-408-328-0451
www.zultys.com

Porter-Starke Services, Inc.

Customer Success Story for Providers of Wellness Services



Page 2 of 2

Installation

To accomplish the migration, Zultys, along with Golden Technologies, delivered two MX250s for the two main sites in an MXGroup, call recording so their counselors can use it in conjunction with Winamp free-ware, ZIP 4x4s, ZIP 2s, and ZIP 4x5 IP phones, allowing remote workers to connect seamlessly over a secure VPN tunnel. With the MXgroup feature, users within an enterprise can communicate with one another, regardless of their location.

About Porter-Starke Services

Porter-Stark is a community mental health center who provides quality, compassionate and confidential care. They have over 200 trained professionals located in Porter and Starke counties of Indiana. Programs and services include Chemical Dependency & Addictions, Children's Services, Community Support Services, Counseling Services, Support Groups, Psychiatric Associates, and Business/Wellness Services. To learn more about Porter-Starke Services, access:

<http://www.porterstarke.org>



About Golden Technologies

Golden Technologies is a full-service solution provider offering voice and data integration, application programming and creative design to solve business needs. Golden serves local and national clients in the medical, manufacturing, municipal, and retail segments. Founded in 1995, Golden Technologies primarily employs degreed engineers and computer science graduates. To learn more about Golden Technologies, its products and services, access:

<http://www.golden-tech.com>

About Zultys Technologies

Incorporated in 2001, Zultys Technologies has its headquarters in Sunnyvale, California. Zultys designs and manufactures products that converge telecommunications and data communications for businesses. Zultys develops its hardware and software specifically to create products that deliver completely integrated solutions, allowing for ease of deployment, management, and use. These products support multiple languages and are based on open standards to ensure interoperability in any network. After installation, productivity increases and operating costs decrease. Zultys sells its products worldwide and has distribution in Africa, Asia, Europe, North America, Oceania, and South America. For more information on Zultys or its products, access:

<http://www.zultys.com>

Zultys Technologies
771 Vaqueros Avenue
Sunnyvale, CA 94085
USA
Tel: +1-408-328-0450
Fax: +1-408-328-0451
www.zultys.com