



Fame 1 is now in control of its phone system and its costs



Mayra Diaz and George Alain Victor answering calls with their Allworx 9112 phones.

“The fact that we can make that many phone calls at the low price we’re paying — it’s simply an incredible difference!”

Sandra Bisono, Supervisor, Fame 1 Computers

ALLWORX WILL NEVER get a star on Hollywood’s legendary Walk of Fame, but it certainly is making a name for itself at an IT company in the Hollywood area — by saving the company *about half* of what it used to pay for its telephone system.

Fame 1 Computers Inc. provides computers, technology solutions, technology equipment and software to customers in a wide range of industries. The company, which aims to be the industry’s best lease and IT equipment provider, currently offers solutions for a variety of partner products, including Microsoft, HP, IBM and Dell.

Based in Tarzana, California., near Hollywood, Fame 1 offers multiple services through its many vendor and customer relationships, and delivers solutions for companies ranging from small businesses to enterprise-level environments. In addition to its Tarzana office, Fame 1 also operates a

call center in the Dominican Republic.

The company previously employed an analog phone system, and in 2005 switched to a Voice over Internet (VOIP) solution from Aptela. According to Sandra Bisono, Fame 1 supervisor, the company had no

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The Challenge

Fame 1 Computers previously employed an analog phone system as well as another VoIP solution. It was looking for a new phone system that would enable it to save money — especially in long-distance charges between California and the Dominican Republic — and give the company greater control over its own system.

The Solution

- Allworx 6x system
- Allworx 9112 phones
- Bandwidth.com

The Benefits

- Nearly 50% cost savings
- Reduced long-distance charges
- Greater control

Industry: Computer and IT equipment provider
Size: 16 employees
Multi-site: 2 locations
SIP Trunk Count: 20

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control over its Aptela business VoIP solution, which it used for a year. For example, any time a simple change needed to be made, Fame 1 had to contact the VoIP supplier to do it.

Fame 1 decided it needed a new phone system that would give back control over its system and that would reduce the exorbitant long-distance charges between California and the Dominican Republic.

An “incredible difference”

For a recommendation on a new phone system, Fame 1 turned to the Corp IT Group, an Allworx reseller in North Hollywood. The team at the Corp IT Group, led by Koko Meguerditchian, instantly sold Fame 1 on Allworx by demonstrating the system and showing off its features.

Corp IT Group installed an Allworx 6x server and approximately 20 Allworx 9112 VoIP phones in November 2006. A dedicated T-1 line was added later to ensure the

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Sandra Bisonso, Supervisor, Fame 1 Computers

best-possible sound quality; the company previously employed a cable modem. Fame 1’s configuration also includes SIP trunks through Allworx’s collaboration with Bandwidth.com, along with third-party routers.

Unlike the previous VoIP provider, Allworx and Fame 1 got along famously fairly quickly. “The fact that we can make that many phone calls at the low price we’re paying, it’s simply an incredible difference,” said Sandra Bisonso. “We are saving significantly on long-distance charges and experiencing 45 to 50 percent savings in overall costs from what we had before.”

Allworx’s solution also has restored system control into the hands of Fame 1 employees.

Sandra not only can easily make changes to the system, such as adding or moving phone lines, she now can produce reports on all phone-call activity — including who employees have talked to, the length of their conversations and more. Call activity is monitored constantly, with Web-based reports generated on a daily basis, thanks to Allworx Call Assistant™ software.

Sandra noted that the Allworx solution offers a broad array of features that were unavailable in the company’s Aptela VoIP system. System features and benefits adding to Allworx’s rising star power include:

- **Allworx Conference Center™**, which allows for state-of-the-art conferencing. Fame 1 staff members can hold external conference calls with an unlimited number of customers. Employees also have regular sales meetings among staff in both offices via eight-way conferencing, as well as in-office conferencing and training sessions.
- **Remote access.** Allworx 9112 phones installed at the Dominican Republic call center enable employees to connect to the Tarzana office remotely. Employees in the call center can simply press a button and connect instantly with the main office in California, as if they are located right down the hall.

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The Allworx 6x and VoIP Phone





Fame 1 employees using the Allworx System.



Mayra Diaz and the Allworx 9112 phone.

- **Mobility.** The plug-and-play capability of Allworx phones allows employees to stay connected with the office or with customers, from anywhere with DSL access. Sandra Bisono, for example, often takes her 9112 phone home, plugs it in and the system allows her instant access — so it is as if she is in the office even when she is not. She does not even have to dial the office phone number to connect to the office.
- Other more basic features enjoyed by employees include voicemail, caller ID and call forwarding.

Plans to grow with Allworx

Business at Fame 1 continues to grow rapidly for the computer and IT provider, and it plans to add

more phone lines soon to its Allworx system.

“Allworx has been a solid system for us, it is saving us an incredible amount of money, and we look forward to growing along with it,” Sandra added. “I would absolutely recommend it to any small business looking for cost-savings, greater control and efficiency.”

Many people try to make a name for themselves in Hollywood. Based on its performance and cost-savings success at Fame 1, Allworx is well on its way to achieving mega-star status, both in Tinseltown and in the Dominican Republic. ■

Company Profile

Fame 1 Computers Inc., based in Tarzana, California, is a nationwide company providing computers, technology solutions, technology equipment, technology services and software to customers spanning many industries. Fame 1 currently provides solutions for various partner products, such as Microsoft, HP, IBM and Dell.



To learn more about Fame 1 contact:

Fame 1 Computers Inc.
18730 Oxnard St., Suite #207
Tarzana, CA 91356
Phone: (888) 253-5695
Fax: (818) 881-0905
www.fame1.com

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Sandra Bisono, Supervisor, Fame 1 Computers

Allworx in action

The Allworx system can be configured to meet the needs of any business. Our Authorized Allworx resellers work with you to create a configuration that suits your needs and prepares for

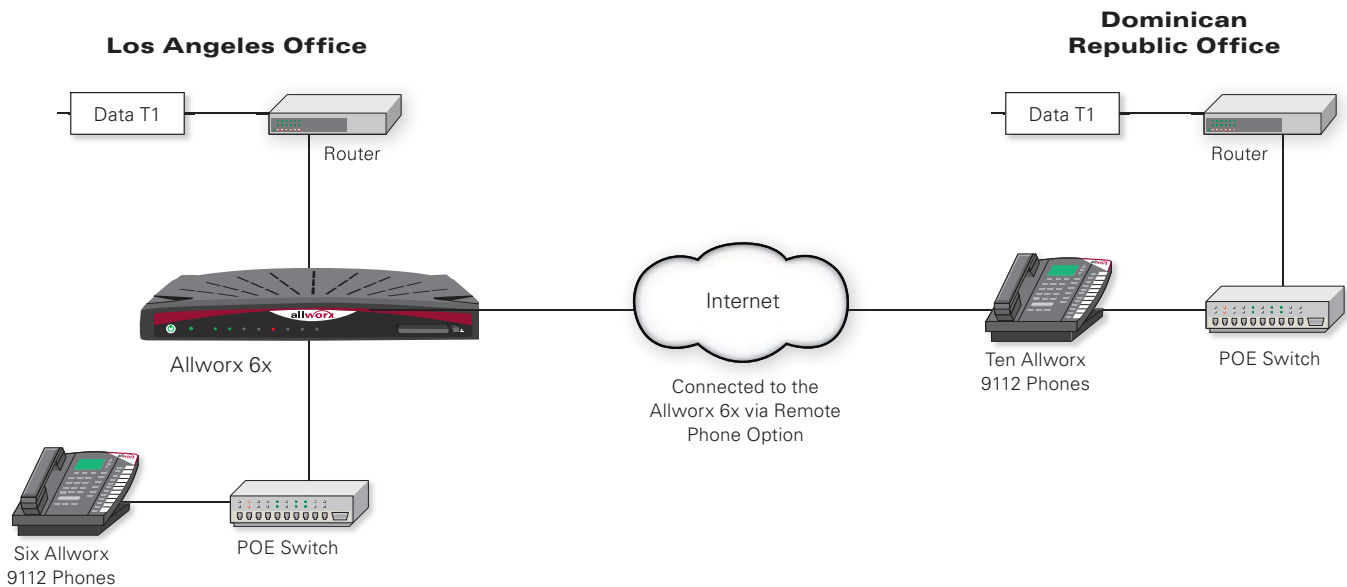
business growth. The configuration shown here was designed especially for Fame 1 Computers, satisfying their current needs and building a solid platform for tomorrow's expansion.

Fame 1 Computers – system components

Phone system	Network server	Advanced features	Options
<input type="checkbox"/> Analog phones*	<input type="checkbox"/> Automated backup	<input type="checkbox"/> Allworx Call Assistant™	<input type="checkbox"/> Analog station gateways
<input checked="" type="checkbox"/> Auto attendants	<input type="checkbox"/> Email server	<input type="checkbox"/> Allworx Call Queuing™	<input type="checkbox"/> CO line expansion units
<input type="checkbox"/> Customer call routing	<input type="checkbox"/> Fax support	<input type="checkbox"/> Allworx Conference Center™	<input type="checkbox"/> Mirrored disk/USB
<input type="checkbox"/> Multi-site calling	<input type="checkbox"/> File server	<input type="checkbox"/> Allworx Group Calendaring	<input type="checkbox"/> Music on hold*
<input checked="" type="checkbox"/> Presence Management	<input type="checkbox"/> Firewall SPI security	<input checked="" type="checkbox"/> Allworx Internet Call Access	<input type="checkbox"/> Switches*
<input checked="" type="checkbox"/> PBX & Key phone system	<input checked="" type="checkbox"/> LAN — PC network router	<input type="checkbox"/> Allworx Virtual Private Network	<input type="checkbox"/> T1/PRI gateway
<input checked="" type="checkbox"/> Remote users	<input type="checkbox"/> MS Outlook Compatibility		<input type="checkbox"/> Uninterruptible power source*
<input type="checkbox"/> Unified messaging	<input type="checkbox"/> Multi-site: _____		
<input checked="" type="checkbox"/> Voice over Internet	<input type="checkbox"/> One Inbox (unified messaging)		
<input checked="" type="checkbox"/> Voicemail	<input checked="" type="checkbox"/> WAN/Internet access		
<input checked="" type="checkbox"/> VoIP phones	<input type="checkbox"/> Web server		

* Integrated from previous non-Allworx communication systems.

Fame 1 Computers – Allworx 6x Configuration



ITSP Provider



Bandwidth.com
 4001 Weston Parkway
 Cary, NC 27513
 800.808.5150 (phone)
 919.297.1101 (fax)
 www.bandwidth.com

Installed and supported by an Authorized Allworx Reseller.



CorpITGroup, Inc.
 5837 Irvine Ave
 North Hollywood, CA 9160
 Toll free: 866-250-8330
 Local: 818-921-3622
 www.corpITgroup.com