

Connecting multiple locations, saving long distance charges



Dave Sharp answering a call on the Allworx 9112 phone.

“Allworx is saving us money, and it is enabling our multiple offices to be linked on one system.”

Matt Brislin, Manager of Technology, United Security

WHEN A SECURITY COMPANY WITH multiple locations needed a more advanced telephone system to enhance office connectivity and save money, it turned to Allworx for the solution.

United Security Management Services Inc. is a large, regional security company servicing Ohio and Kentucky. Focusing on security guard protection, the firm provides guards in office buildings and factories, as well as officers who patrol locations overnight. The company has an administrative staff of 30 people, but, including officers, the company employs more than 600 people.

United Security, which has provided professional security services to clients for more than 35 years, has seven locations in Cleveland, Columbus and Akron, Ohio; Lexington, Erlanger and Louisville, Ky.; and Charleston, W. Va.

The company employs state-of-the-art technology at its call center, which operates 24 hours a day, seven days a

week. Call center personnel monitor shift changes and assist security offices with scheduling problems and incident reporting. The call center also monitors fire and burglar alarm systems and CCTV cameras for clients and answers phones for all branch offices during non-business hours.

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Company: United Security Management Services Inc.
Industry: Security guard protection
Size: 30 administrative employees
Locations: 7

The Challenge

United Security Management Services wanted to improve telephone system connectivity across multiple offices and to save long-distance charges between the locations.

The Solution

- Allworx 6x system (2)
- Allworx 9112 phones (28)

The Benefits

- Multi-office connectivity
- Long-distance savings
- Productivity

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During regular business hours, the administrative staff employed a basic system with no bells and whistles, just a switch from AT&T. In keeping with its desire to employ the latest technologies, United Security decided to switch its phone system. Matthew Brislin, United Security's manager of technology, stated that the company wanted a solution that could cut down on its monthly phone charges and better connect the offices.

"We try to stay proactive with new technologies to stay ahead of the game," Brislin said. "Our hope was to find a solution that would bring the offices together and help reduce our long-distance fees."

Through a referral, United Security got in touch with Steve Knoch of VoIP-2-VoIP LLC, an Authorized Allworx Reseller with more than 20 years of experience in information systems and telecommunications.

"Before phone extensions were tied to individual offices. Now, we can move a phone wherever we want in minutes."

Matt Brislin, Manager of Technology, United Security

When making its decision, according to Brislin, price was a major factor in moving forward with Allworx, along with the estimated long-distance savings.

Better connectivity

Initially, the focus was on the Cleveland and Columbus locations. VoIP-2-VoIP installed an Allworx 6x system at both offices, along with 28 Allworx 9112 phones. The configuration also incorporates "Plain Old Telephone System" (POTS) lines for overflow calls.

"Most calls are dispatched out of Cleveland, so there was a need for a stronger back-and-forth connection between Cleveland and Columbus,"

Knoch said. "The other locations were added later on."

"With the 6x boxes at both locations, if United Security should lose Internet service in Cleveland or Columbus, they'll still be able to use their phones and communicate between offices," Knoch added.

Greater productivity

- The Allworx configuration is also enhancing staff productivity and customer service.
- Administrative staff members in Columbus can now call colleagues in the Cleveland office simply by dialing an extension.
- Customers can now reach a sales rep instantly, as incoming calls can be forwarded to a cell phone when a rep is out of the office.
- Speed dial to different extensions enables staff to make calls that they may not have made before when they had to go through a receptionist.
- The system's conference center enhances internal meetings across the Cleveland and Columbus offices.

The Allworx 6x, and VoIP Phone

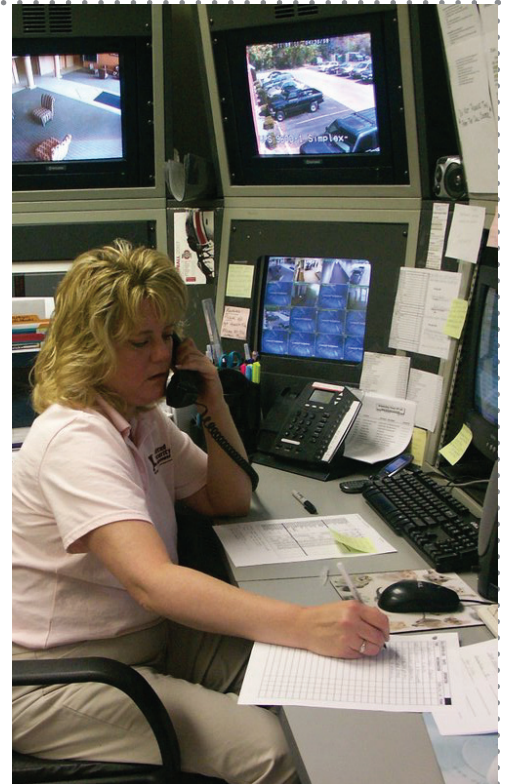


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CASE STUDY: United Security Management Services Inc.



The Allworx 6x is shown above connecting to a T-1 Line, router, server, the Allworx USB hard drive, and the Internet to create the hub for United Security's communication system.



Janine Hansen answering a call on the Allworx 9112 phone.

- United Security also uses the Allworx system for file sharing between Cleveland and Columbus. Various forms, such as employment forms, are stored in a central location and are accessible through the Allworx box by FTP.

Managing the phone system is now much easier for Matt Brislin as well. "Managing the Allworx system is fairly easy — certainly easier than

other systems because of its computer interface," Brislin said. "Before, phone extensions were tied to individual offices. Now, we can move a phone wherever we want in minutes."

"Allworx is saving us money, and it is enabling our multiple offices to be linked on one system," Brislin concluded. "We are very happy with the system, and we wouldn't think about changing to anything else." ■

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Matt Brislin, Manager of Technology, United Security

Company Profile

United Security Management Services Inc. is a privately owned company licensed to provide guard and private investigative services. Since its founding in 1971, United Security has experienced steady and controlled growth. United Security uses state-of-the-art technology to manage its security personnel and ensure client satisfaction.



To learn more contact:

United Security Management Services Inc.

4400 North High Street, Suite 204
Columbus, OH 43214

Phone: (614) 438-4183

www.unitedsms.com

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

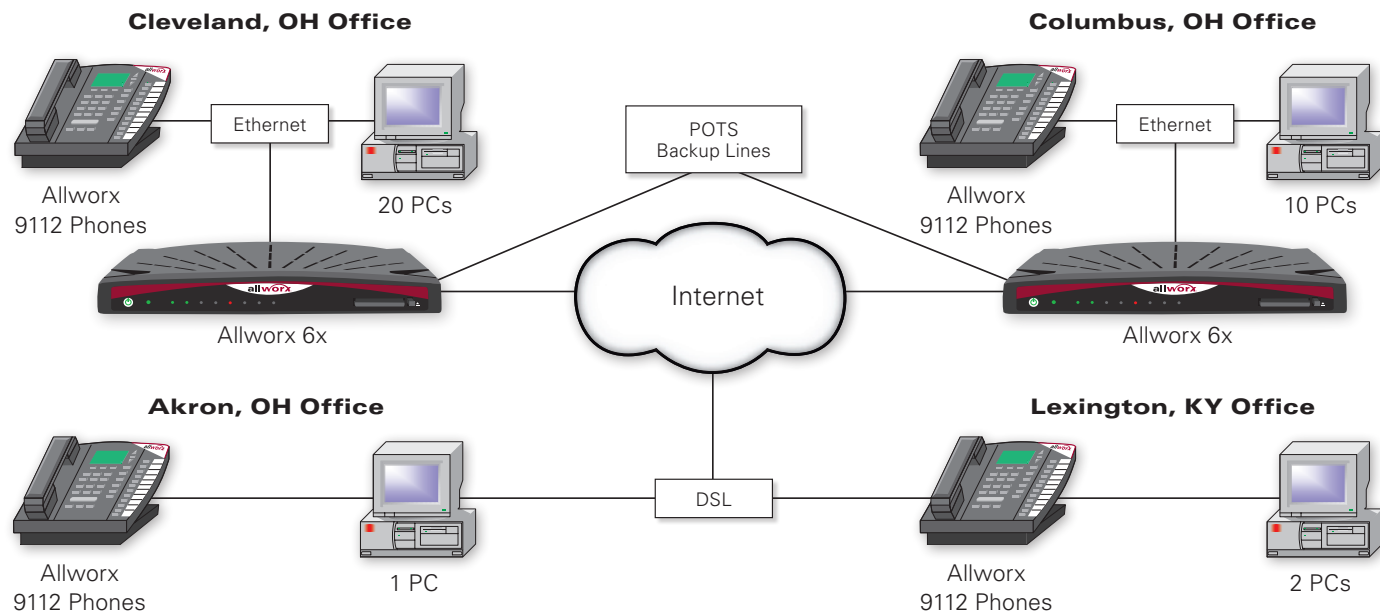
business growth. The configuration shown here was designed especially for United Security, satisfying their current needs and building a solid platform for tomorrow's expansion.

United Security Management Services Inc. - system components

Phone system	Network server	Advanced features	Options
<input type="checkbox"/> Analog phones*	<input checked="" type="checkbox"/> Automated backup	<input checked="" 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 checked="" type="checkbox"/> Customer call routing	<input type="checkbox"/> Fax support	<input type="checkbox"/> Allworx Conference Center™	<input checked="" type="checkbox"/> Mirrored disk/USB
<input checked="" type="checkbox"/> Multi-site calling	<input checked="" type="checkbox"/> File server	<input checked="" type="checkbox"/> Allworx Group Calendaring	<input type="checkbox"/> Music on hold*
<input checked="" type="checkbox"/> Presence Management	<input checked="" type="checkbox"/> Firewall SPI security	<input checked="" type="checkbox"/> Allworx Internet Call Access	<input checked="" type="checkbox"/> Switches*
<input checked="" type="checkbox"/> PBX & Key phone system	<input checked="" type="checkbox"/> LAN — PC network router	<input checked="" type="checkbox"/> Allworx Virtual Private Network	<input type="checkbox"/> T1/PRI gateway
<input checked="" type="checkbox"/> Remote users	<input checked="" type="checkbox"/> MS Outlook Compatibility		<input checked="" type="checkbox"/> Uninterruptible power source*
<input checked="" type="checkbox"/> Unified messaging	<input checked="" 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.

United Security Management Services Inc. - Allworx 6x Configuration



Installed and supported by an Authorized Allworx Reseller.

Allworx is a state-of-the-art communication system that integrates a sophisticated phone system, a robust data network and software tools, all working together to increase employee productivity and business revenues. Designed for companies of up to 100 employees per site, Allworx improves communications while simultaneously reducing cost.



VoIP-2-VoIP, LLC
 1710 Markley Street N.W.
 North Canton, Ohio 44720
 Phone: 800-820-7492
 www.voip-2-voip.com