



# Allworx makes a huge impact for corporate services company



Chesareé Morris using the Allworx 9112 phone.

*“Our previous phone system aged so much that we needed to go to the Smithsonian Institution to find replacement parts.”*

*Jim Martin Jr., General Manager, Wegman Associates*

WEGMAN ASSOCIATES INC. relied on the same Merlin telephone system for nearly a quarter century, and the system was beginning to reveal its old age by breaking down on a regular basis. Like any business, the company could not afford to continue operating with such an unreliable phone system.

Wegman Associates specializes in a broad array of corporate services, including the installation, reconfiguration and refurbishment of office furniture systems; storage and warehousing; artwork installations; office relocations; corporate moving services; project management and space planning.

The company serves its customers in Georgia and throughout the

Southeast, including AT&T, Equifax, Sprint, BellSouth, Travelers and Met Life, through three offices – a main office in an Atlanta suburb and two satellite offices in Orlando and Miramar, Fla.

While Wegman serves as a one-stop-shop for the most demanding corporate

office projects, its telephone system needs were fairly simple.

The company needed to save on long-distance charges between its three offices. General Manager Jim Martin Jr. was tasked with finding a suitable replacement.

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## The Challenge

Wegman Associates Inc. employed a 25-year-old phone system that was constantly breaking down, and the phone system’s age made it difficult to locate replacement parts. The company was also paying high long-distance charges between its three offices. It needed a phone system that would enable the company to reduce long-distance fees and seamlessly connect its three offices.

## The Solution

- Allworx 10x system
- Allworx 9112 VoIP phones (20)

## The Benefits

- Low upfront investment
- Significantly reduced long-distance charges.

**Industry:** Corporate services  
**Size:** 150 employees  
**Locations:** 1  
**Remote Users:** 2

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“Our previous phone system aged so much that we needed to go to the Smithsonian Institution to find replacement parts,” Jim said, not jokingly. “We looked at several digital and Voice over Internet Protocol systems and quickly settled on Allworx.”

### **The price is right**

“The deciding factor for us, plain and simple, was price,” Jim continued. “Allworx’s telephone solution was a full \$10,000 to \$15,000 lower in cost than the other systems we looked at.”

While somewhat reluctant to move to a VoIP system because he was not familiar with the technology, Jim ultimately agreed with Wegman’s owner and the company’s CFO, who – in addition to the low investment – also liked the expandability options the Allworx system could offer for future growth.

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*Jim Martin Jr., General Manager, Wegman Associates*

“By going with Allworx, we took a bit of a chance with a relatively new kid on the block, but we wanted a telephone system that could grow with us,” Jim said. “As Wegman expands and we need to add more employees, Allworx’s platform allows us to simply buy more phones for the employees, plug them into the system and be up and running.”

With the assistance of Allworx reseller the Atlanta Network Technology Group, Wegman installed the Allworx solution at its main office in the Atlanta suburb of Norcross, Ga., in September 2006. Its entire system is composed of the Allworx 10x system, 20 Allworx 9112 phones, a T-1 line for faster data speed and four GN Netcom headsets.

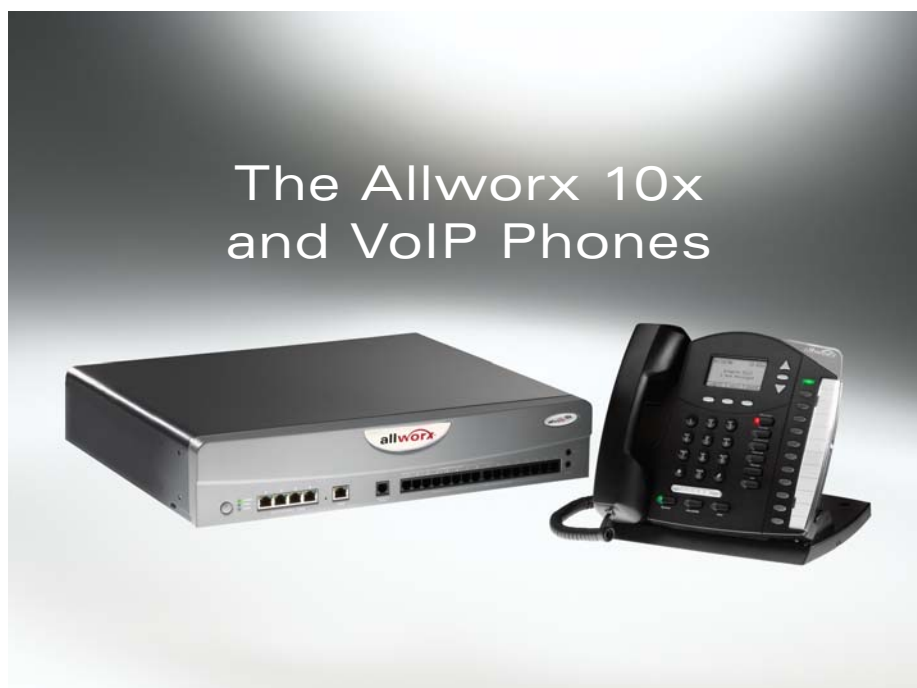
### **Long-distance savings**

Allworx quickly proved a valuable purchase for Wegman Associates. In addition to the dramatic savings on the upfront investment, the Allworx solution is saving the company between \$200 and \$300 per month in long-distance charges.

While the Orlando and Miramar offices have separate phone systems from the Norcross office, one Allworx 9112 phone was installed at each satellite location. These lines allow direct access to and from the satellite offices, without requiring long-distance charges. Jim refers to his main office line as the “Bat Phone.”

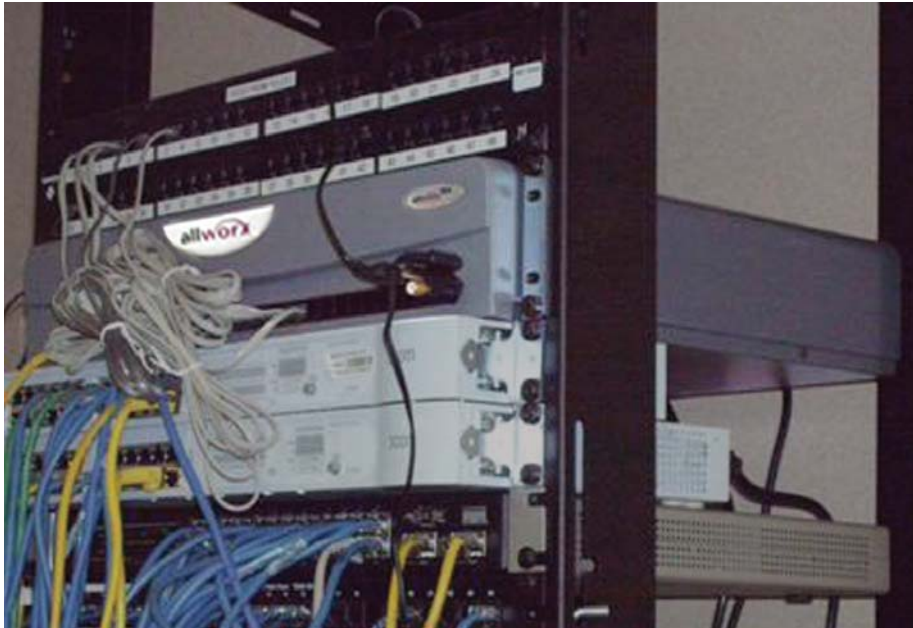
“I typically call the satellite offices two to three times every day, and those long-distance fees were adding up fast,” Jim said. “Now, by reducing our long-distance charges through Allworx’s VoIP solution, we are saving hundreds of dollars every month.”

“It is tremendous that we can simply press three numbers and have those offices on the Intercom instantly,” Jim added. “The ‘Bat Phone’ keeps us in constant contact without ‘going batty’ over costly long-distance fees.”



The Allworx 10x and VoIP Phones

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"By reducing our long-distance charges through Allworx's VoIP solution, we are saving between \$200 and \$300 every month," says Jim Martin Jr.

### Over and above the old system

Jim Martin and his fellow Wegman employees are benefiting from many of the features of their new Allworx phone system, which is proving to be a valuable replacement for Wegman Associates' 25-year-old phone system.

Jim, for example, now finds it a snap to make phone system changes on the fly, such as adding an extension when new employees are hired or dropping an extension when someone leaves.

Warehouse employees can easily program the phones to forward calls to their cell phones, an especially beneficial feature when they are roaming the 300,000-square-foot warehouse floor. Allworx's Auto Attendant feature is set to switch on automatically at closing time at 5 p.m., so no one needs to worry about turning it on and making sure phone calls are handled after hours.

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*"The Allworx system definitely performs over and above what we had previously. Overall, it is a very good system that is simple to program and use, very user friendly, and it is saving us significant dollars."*

*Jim Martin Jr., General Manager, Wegman Associates*

Jim said. "Overall, it is a very good system that is simple to program and use, very user friendly, and it is saving us significant dollars. If anyone called to ask what I thought of the Allworx solution, I would give it a thumbs-up. There are a lot of bells and whistles to it that we haven't even touched on yet." ■

### Company Profile

Founded in 1983, Wegman Associates serves as a resource for organizations in Atlanta and in the Southeast requiring a turnkey job of installation, reconfiguration, warehousing, moving, relocation or refurbishment services. The company offers superior resources in staff, equipment, trucks and support functions, and is capable of handling jobs both large and small, from installing 500 new workstations at an office site, to reconfiguring two workstations.



### To learn more about Wegman Associates, contact:

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**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

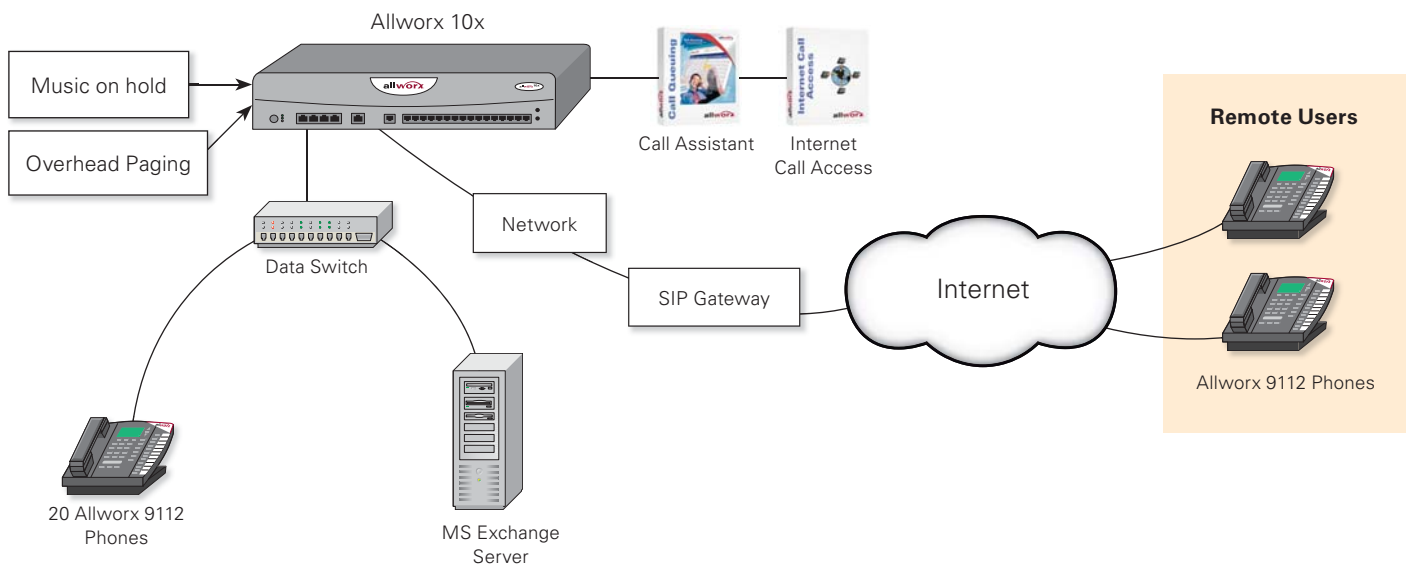
business growth. The configuration shown here was designed especially for Wegman Associates Inc, satisfying their current needs and building a solid platform for tomorrow's expansion.

**Wegman Associates Inc. – system components**

Phone system	Network server	Advanced features	Options
<input checked="" 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 checked="" 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 type="checkbox"/> Multi-site calling	<input type="checkbox"/> File server	<input type="checkbox"/> Allworx Group Calendaring	<input checked="" 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 checked="" type="checkbox"/> Switches*
<input checked="" type="checkbox"/> PBX & Key phone system	<input 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 checked="" type="checkbox"/> MS Outlook Compatibility		<input checked="" type="checkbox"/> Uninterruptible power source*
<input checked="" type="checkbox"/> Unified messaging	<input type="checkbox"/> Multi-site: _____		
<input checked="" type="checkbox"/> Voice over Internet	<input checked="" 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.

**Wegman Associates Inc. – Allworx 10x Configuration**



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.

*This system was installed and is supported by an Authorized Allworx Reseller.*

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