

edgeBOX

Case Study

How the edgeBOX™ dramatically reduced costs and improved productivity at software consulting firm

The client

Validation Partners, Inc, is a software consulting firm based in the United States that provides data validation and conversion and implementation services to laboratories and blood banks.



validation partners, inc.

Laboratory & Blood Bank Software Consultants

The challenge

The challenge Validation Partners, Inc. faced was how to cost effectively leverage the latest in communication and data technologies.

Validation Partners, Inc, is a software consulting firm based in the United States that provides data validation and conversion and implementation services to laboratories and blood banks. It was founded in 1997.

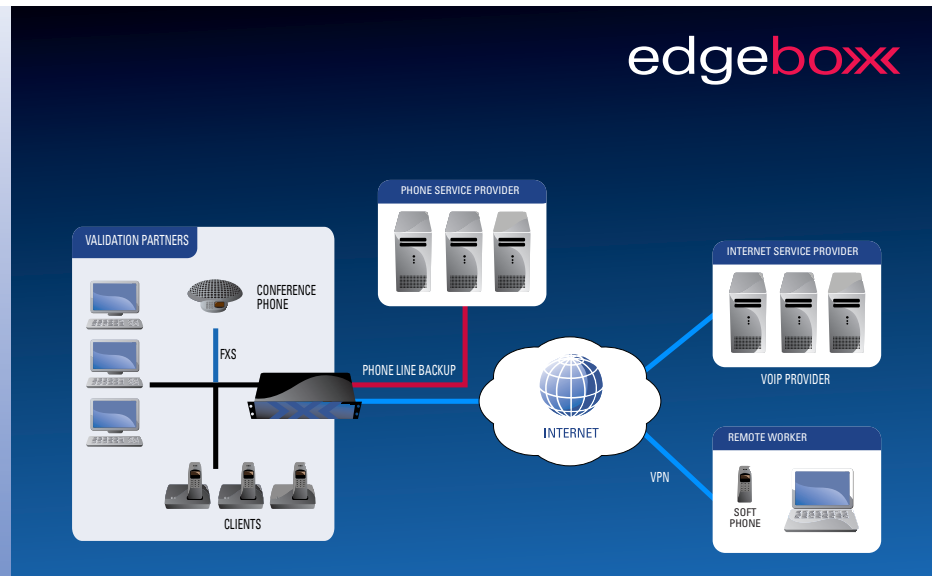
The company has a single location in Ronkonkoma, NY with consultants both working directly from this office or being remotely assigned. They began business in 1997 and the company is a nationally-respected leader.

The challenge Validation Partners, Inc. faced was how to cost effectively leverage the latest in communication and data technologies. Key goals included saving on long distance costs, replacing an aging Panasonic PBX system, and gaining a flexible path for future expansion. In addition, Validation Partners, Inc. needed to increase productivity of consultants working remotely and with limited network access.

Validation Partners, Inc. turned to Critical Links and an edgeBOX™ solution to meet their needs as the it delivered a full-featured IP-PBX with networking and collaboration features, increasing remote worker productivity.

"We were paying Verizon \$500/month for four Centrex phone lines. We are now paying \$40/month to a SIP provider for a 2000 minutes/month plan with unlimited simultaneous incoming and outgoing calls. We retained a single basic service POTS line for the alarm system and fax."

Adam Molny - IT Director, Validation Partners, Inc.



The solution

An edgeBOX™ Office appliance is installed at Validation Partners' Ronkonkoma headquarters.

An edgeBOX™ Office appliance is installed at Validation Partners' Ronkonkoma headquarters. The appliance is connected to the LAN and WAN via Ethernet links. SIP phones were connected to the LAN while a legacy analog conference phone connected directly to the edgeBOX™.

The edgeBOX™ performs outbound calls using the lowest cost SIP provider available. Inbound calls use a single Direct Inward Dialing (DID) established with the SIP provider, redirecting to the appropriate extension via the Interactive Voice Response (IVR).

Validation Partners' consultants can now securely access voice AND data lines via Virtual Private Network (VPN). Voice line access via soft phone allows remote users to maintain their office extension. Remote data access connected to edgeBOX™ via VPN ensures data is secure no matter where the consultant is located.

Business Benefits

Validation Partners reduced their monthly telephone line and service charges by over 85%.

Validation Partners reduced their monthly telephone line and service charges by over 85%. At the same time, Validation Partners, Inc. gained a solution which will grow as their staff increases. EdgeBOX™ Office can support up to 40 users with no additional investment in hardware. Managing employee access privileges is done through a few keystrokes and takes less than a few minutes.

Remote consultants are now able to securely access vital data from anywhere in the world and dramatically increased their productivity and customer responsiveness.

Total Cost of Ownership was reduced by over 60%. As a 21st century telephone solution, Validation Partners' edgeBOX™ system will pay for itself in less than 8 months.

By leveraging edgeBOX's™ unique integrated communications and networking features, Validation Partners, Inc. also realized ongoing savings and increased productivity worth thousands of dollars annually.



Client Profile

- Software consultancy focused on laboratory and blood bank software

Project Profile

Challenge:

- Reduce communications costs
- Improve productivity of remote users

Goals:

- Leverage VoIP technology
- Low maintenance effort
- Reduce TCO of Communications infrastructure

Constraints:

- Limited budget for new purchases

Solution:

- The edgeBOX™ Office managing the voice and data infrastructure

Solution Profile

- edgeBOX™ Office

Business Benefits

- Low maintenance effort required
 - “The user interface on our old Panasonic phone system was not user-friendly. The Edgebox IVR was very easy to configure using the web interface.” - Adam Molny
- Significantly reduced communications costs
- Mobility support for remote workers

Headquarters

Critical Links Inc.
695 Route 46 West,
Fairfield, NJ 07004
United States of America
Phone: +1 973 276 9006
sales@critical-links.com

R&D

Critical Links SA
Pq. Industrial de Taveiro, Lt. 48
3045-504 Coimbra
Portugal
Phone: +351 305 507 541
sales-emea@critical-links.com

ITALY

v. C. Marx, 41
50051 Castelfiorentino - FI -
Italia
Tel: +39 0571 1825 300
Fax: +39 0571 684 849
info@critical-links.it

www.critical-links.com

info@critical-links.com

About Critical Links

Critical Links is a pioneer delivering innovative Information & Communications Technology (ICT) infrastructure solutions for Schools 2.0 – the next generation of Schools.

Critical Links' edgeBOX portfolio provides the communication, collaboration and administration necessary to support a highly interactive and content rich educational experience.

The edgeBOX Classroom Server delivers an e-learning platform for up to 100 students, while the edgeBOX School Server provides a scaleable platform that supports sophisticated communication and administration capabilities to schools of up to a thousand students.

The edgeBOX has been deployed globally including in the world's largest school modernization program. More information about the edgeBOX portfolio and Critical Links' educational offering can be found at <http://education.critical-links.com>

CALL US **+1 888 4 EDGEBOX (+1 888 433 4326)**