

# COMTEL i PROFILE



## *An informational Application Profile*

### COMMUNICATIONS CHALLENGES

Fowler's Chocolates is a Buffalo based organization with a mix of retail, corporate gifts and fundraising fueling its steady growth. As a sales and fulfillment company, Fowler's was challenged by the ability to have reliable communications, call coverage/call pick up, messaging, and the ability for future networking.

### PREVIOUS ENVIRONMENT

The environment was an electronic key telephone system that offered limited feature capabilities or growth, and had become less reliable with age.

### SOLUTIONS BRIEF

Comtel provided a Hosted VoIP system solution for Fowler's Chocolates, using existing cabling infrastructure, new VoIP desktops, capabilities including unified messaging, Caller ID, while eliminating unnecessary phone lines.

### THE CUSTOMER VIEW

#### **Ted Marks, Owner**

"Comtel & our new system are wonderful & moves ourselves into the 20<sup>th</sup> century. The staff and our customers greatly appreciate the improved ability to communicate with Fowler's Chocolates."

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**COMTEL** 

**CUSTOMER:**  
**FOWLER'S  
CHOCOLATES  
BUFFALO, NY**

### **SOLUTION:**

- Comtel Hosted VoIP
- Voice Mail
- Future Networking

### **PROFILE:**

Fowler's Chocolates was founded in 1910. They operate 7 retail store locations and manage the operation from its Buffalo headquarters. Fowler's has proudly attributed its success to the uncompromising quality of its chocolate products and its relentless pursuit of excellence in service.

### **WIN-RESULTS:**

- Simple Expansion
- Full integration
- Shared lines/reduced \$

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