

COMTEL

i PROFILE



An informational Application Profile

COMMUNICATIONS CHALLENGES

Gypsum is a WNY based firm operating three distinct facilities. They were experiencing growth, and required more efficient means for communicating both within each business unit, but also across their network. Being able to create a seamless network was paramount with objectives for digital voice service and high speed data connectivity.

PRE-DEPLOYMENT ENVIRONMENT

Gypsum had an array of older vintage systems in their Elma and Rochester offices. There was no real integration among the sites, limited features, and minimal growth opportunity.

SOLUTIONS BRIEF

Comtel was able to take advantage of Gypsum's new network infrastructure with dedicated fiber to enable high speed performance and PRI T1 for voice. Our new Toshiba systems provide upgraded desktops, new messaging for local and remote staff, and the ability for desktop to desktop dialing, transfer, and forwarding.

THE CUSTOMER VIEW

Charles Rapalje, Vice President Gypsum Systems:

"Thank you for the great service on the install and the cutover!"

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CUSTOMER:
GYPSUM SYSTEMS
ELMA, NY

SOLUTION:

- Toshiba CIX System
- Voice Mail
- Networking
- Upgraded Network

PROFILE:

Gypsum Systems is one of the largest merit shop construction companies in Western New York. They specialize in commercial wall work, ceiling work, and plastering subcontracting, as well as architectural millwork through one of its subsidiaries. Gypsum has been in business since 1975.

WIN-RESULTS:

Improved call handling
Integration of company locations
Auto Attendant
Improved user efficiency

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