

# COMTEL i PROFILE



*An informational Application Profile*

## COMMUNICATIONS CHALLENGES

Infusion Sales Group is a full service organization working within the food industry with a business portfolio encompassing nearly all facets of the Food Industry for the Foodservice, Retail Fresh Foods, Convenience and Non-Foods channels. Infusion has experienced tremendous growth throughout the Northeast Corridor, adding a number of new offices and sought a means for connecting their network seamlessly and cost effectively. Their systems were disparate and lacked the ability to network, resulting in inefficient communications.

## PREVIOUS ENVIRONMENT

Infusion had a series of premise phone systems from different manufacturers, without common features or capabilities.

## SOLUTIONS BRIEF

Comtel delivered a hosted VoIP solution encompassing several Infusion locations, providing common dialing, messaging, transfer, intercom, and eliminated costly voice telephone lines.

## THE CUSTOMER VIEW

### Neil Gladstone, Director of Business Development

" I recommend Comtel 110%. They are a fantastic partner, willing to go the extra mile and have always brought solutions to us. Our transition to a VOIP/Cloud based solution has been seamless. Not only have we synergized our entire footprint allowing for desk to desk call transferring, it has also provided us with a best in class disaster recovery process, never skipping a beat. They have been great to work with and are a true business partner."

**COMTEL**

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**CUSTOMER:**  
**INFUSION SALES  
GROUP**  
**DEPEW, NY**

## SOLUTION:

- Comtel Hosted VoIP
- Multi-Site
- Common System
- Fully Networked
- Feature Transparency

## PROFILE:

Infusion operates from a series of 10 locations from Massachusetts to Virginia providing direct sales strategies and support for traditional food service, retail fresh foods, convenience and non foods channels as well as tactical guidance and benchmarking tools.

## WIN-RESULTS:

- Fully Integrated
- Carrier \$ Reduction
- Transparent Features
- Administrative Control
- Disaster Recovery

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