



# Success Stories

## Medical Technology Sector

### IMAGING REFURBISHER NEEDS A NATIONAL SERVICE FOOTPRINT

and relies on CSM to provide a quality telecom solution and support to connect their offices nationwide.



Since 2000, Atlas Medical Technologies has been providing the nation with high quality, pre-owned equipment along with extraordinary customer service.



With offices in Florida and California and operations around the globe, Atlas wanted to take advantage of the features offered by a VoIP solution. After receiving proposals from several vendors, Ronald Brewer, the President of Atlas Medical

chose a Allworx 24X provided by CSM. “We were looking for an experienced VAR that had a national footprint and offered all the components so we would have a single point of contact for everything - dial tone, telephones, applications and data switches.” said Mr. Brewer.

In early 2008, Atlas moved their Florida operations to a new office to accommodate their continued growth and selected CSM to provide a complete communications solution with a PRI, two networked locations using an Allworx 24X system with new power over Ethernet (PoE) switches. The implementation was accomplished on time with no service affecting issues. The Atlas staff was trained on the new platform by CSM customer care specialists and they were immediately able to take advantage of the new technology and services.

Presence management, being able to know in real time the state of other Atlas team members, has been one the most valuable features. “When you have employees that are distributed around the nation, it is great to able know exactly where they are and what they are doing in real time so we can communicate effectively.” said Mr. Brewer “It really helps us be responsive to our customers and reduces the time wasted playing phone tag.” As Atlas Medical Technologies continues to grow its business, CSM will be there to help. As Mr. Brewer puts it, “We knew exactly we what we were looking for and wanted in a communications system solution and its supplier and we found it all in CSM.”

#### Challenge:

Atlas Medical Technologies was moving and needed to refresh their communications infrastructure at the same time. They needed a cost effective VoIP solution.

#### Solution:

Atlas chose CSM to provide their Florida and California operations with the Allworx 24X system, PoE switches and PRI service with a single point of contact (SPOC) for all its telecom needs at a very competitive cost.

#### Benefits:

- The operation now has transparent networking with both locations via a VPN using the Allworx system. Internal calls between locations are free and customers can be transferred.
- VoIP allows additional locations, single stations or entire systems, to be added easily and cost effectively.
- Customer service is enhanced with the presence management feature which allows calls to be handled efficiently and quickly between all team members.