

## AmeriFlex taps Evolve IP for Enterprise-class PBX system at zero capital expense.

### AmeriFlex Company Customer Profile

**Location**  
MT. Laurel, NJ

**Industry**  
Third-party  
administration,  
Human Resources

AmeriFlex is an independent benefits administrator providing technology-based benefits and compliance solutions to more than 18,000 groups representing approximately 3.5 million participants throughout the United States. AmeriFlex provides a wealth of consumer-driven benefit options, as well as a robust Web based COBRA administration system.

### An overview

AmeriFlex was growing rapidly, and anticipated doubling its size within 18 months. But, its antiquated phone system and insufficient IT resources were stunting its growth. The company was using a legacy premise-based PBX phone system that provided only basic calling features.

### Business Situation

Ameriflex needed a cost effective solution with the ability to track call data to improve it's customer service.

### Situation

AmeriFlex was growing rapidly, and anticipated doubling its size within 18 months. But, its antiquated phone system and insufficient IT resources were stunting its growth. The company was using a legacy premise-based PBX phone system that provided only basic calling features. As business expanded across multiple timezones, many calls were being routed to employees' voice mailboxes, which typically weren't accessed until the next business day. AmeriFlex was unable to track call data to improve its customer service. AmeriFlex's management recognized these issues, and made it a priority to find a cost-effective solution that would address them without compromising quality.

AmeriFlex discovered Evolve IP during it's search for a new business communications provider. Evolve IP

demonstrated how its all-in-one solution could provide not only telephony, but also hosted applications, and network security all for the same cost AmeriFlex was paying just for its existing, outdated PBX.

Evolve IP started with a network security audit of AmeriFlex's initial IT infrastructure, and implemented managed network security to monitor and protect the company's network 24x7. The new security suite included a network firewall located at Evolve IP's data center to ensure AmeriFlex's bandwidth was not compromised; e-mail and Web defenses; and a team of support personnel to monitor the system, alert AmeriFlex of any potential network issues, and manage configuration changes.

**Solution & Benefits** >

## Products

- The Evolved Office Hosted IP Telephony
- Evolved Exchange
- Managed Network Security

## Solution

Evolve IP implemented its Evolved Office, Evolved Exchange and Managed Network Security, providing a solution that could scale easily with AmeriFlex's future growth.

Evolve IP also set up Evolved Exchange, a hosted implementation of Microsoft Exchange that gives AmeriFlex all the benefits of Microsoft's e-mail platform (including desktop and Web versions of Outlook) without having to deal with software installations, servers, or IT management.

## Solution

Within seven weeks, all 60 of AmeriFlex's employees were connected to the Evolved Office and trained in its use. They learned how to use the Evolve Office unified messaging feature to play voicemails from e-mails sent to their inboxes; how to tap the mobility features to provide home-based and traveling employees with remote access to PBX functionality and call routing controls; and how to manage their contacts and calls from the toolbar accessible in Microsoft Outlook and their Internet browser.

crucial mobility features and support, giving employees complete access to PBX functionality and control over call routing from anywhere there's an Internet connection.

Evolve IP's solution means only one inbox and only one phone number. Unified messaging, for example, allows AmeriFlex's workforce to easily receive and field voice mail messages from their email inbox. Employees can also route or simultaneous ring incoming calls to their desk phone

**“For the price we were paying for an outdated PBX system, Evolve IP gave us an enterprise-class hosted PBX with the security and scalability we need to support our aggressive growth.”**

J. Bart McCollum, COO - AmeriFlex

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## Benefits

AmeriFlex gained everything it was looking for in a new telephony system and more: enterprise-class functionality, robust network security, flexibility, mobility, business continuity/disaster recovery, and scalability—all without an increase in cost. The Evolved Office provides AmeriFlex

numbers onto their cell phones, hotel rooms, home offices or elsewhere.

Evolved Exchange provides employees with mobile access to their e-mail, calendars, contacts, and task lists without additional licensing, hardware and personnel costs. Employees find that the ability to highlight any phone number on the internet and dial the number with a single click is both time-saving and convenient.

Additionally, the built-in disaster recovery and business continuity ensure that if AmeriFlex's physical system or network connectivity fails, Evolve IP can re-route calls to another pre-determined

## Benefits

AmeriFlex gained everything it was looking for in a new telephony system and more from Evolve IP:

- Enterprise-class functionality
- Robust network security
- Flexibility
- Mobility
- Business continuity/disaster recovery
- Scalability
- No increase in cost

phone number, guaranteeing continued communication and contact. This provides AmeriFlex with the ability to continue business activities without skipping a beat. The Evolved Office was built with scalability and AmeriFlex's future growth in mind. The Evolved Call Center provided the ability for the call center to apply multiple call treatments; therefore increasing their customer's experience. The call center solution provides management the ability to view, prioritize and move an individual call. AmeriFlex gained the ability to quickly produce reports that included graphs, charts and spreadsheets without adding the expense for training or a dedicated reporting resource.

The hosted solution spares AmeriFlex from having to buy a large premise-based phone system, and incurring annual maintenance agreement costs anywhere from 15 to 18 percent. Instead, when a new employee is hired, AmeriFlex simply notifies Evolve IP, receives a new Evolve IP handset, and plugs it into the LAN.

There are no additional costs or installation requirements to have new employees securely connected to the system. Beyond the PBX, email defense eliminates 99.999 percent of spam and quarantines spam messages to junk folders and employees can log in to review them, check for those that aren't spam, and adjust spam settings to allow these messages to be delivered to their inbox, while the robust firewall safeguards employees' computer and company data from external threats.



## About Evolve IP

Evolve IP is The Cloud Services Company™. Designed from the beginning to provide organizations with a unified option for cloud services, Evolve IP enables decision-makers to migrate all or select IT technologies to its award-winning cloud platform. Evolve IP's combination of security, stability, scalability and lower total cost of ownership is fundamentally superior to outdated legacy systems and other cloud offerings. Today, over 77,000 users across the globe depend daily on Evolve IP for cloud services like virtual servers, desktop services, disaster recovery, unified communications, contact centers and more.