



Up and Running

Teoma Systems helps local insurance company update technology infrastructure, telecommunications system.

Experts say moving is one of the top three most stressful things people experience during their lifetime. From packing the dishes to loading the furniture, moving puts even the strongest relationships to the test. And when an entire organization relocates dozens of employees and all of the associated office equipment and technology, it can pose real challenges. The recent relocation of Bosquett & Company was no exception.

Bosquett & Company is one of Southeastern Michigan's largest independent insurance agencies with customers across North America. Earlier this year, the company made plans to relocate its Detroit office to a more centralized location within the metropolitan area. As a result, the organization decided it was also a logical time to look into upgrading its technology infrastructure.

"We had an older telephone system," said David Fischer, president of Bosquett & Company. "With technology evolving at a very fast pace, we decided it was time for us to move our telephone system out of the Dark Ages. We knew we wanted something state-of-the-art, but weren't sure what solution would best meet our needs now and in the future. We began educating ourselves."

At the time, local IT solution provider Teoma Systems was maintaining Bosquett & Company's existing telephone system. The company had already built a solid business relationship with Teoma and was impressed by Teoma's knowledge of IP telephony technology. It made perfect sense for Bosquett & Company to turn to Teoma for the project.

"The move was going to happen quickly," said Fischer. "So we were not only look-

ing for a solution to fit our business model, but we also needed it implemented quickly. There was no sense in moving the existing telephone system just to turn around and uninstall it. We would have sustained significant, unnecessary costs."



Luckily, Teoma knew exactly what Bosquett & Company needed. Teoma recommended Avaya IP Office 403.

"Bosquett & Company was looking for something that was simple to deal with from a cabling standpoint," said Daniel Janer, vice president of sales for Teoma. "The Avaya IP Office 403 solution allows users to plug their laptops or desktop PCs directly into the back of their IP desk phones. This saves on cabling and allows for a lot more flexibility in the office when administrators need to perform moves, adds and changes. Bosquett & Company also liked the idea that this solution will automatically retrieve more customer information during a phone call."

Avaya IP Office 403 provides total voice and data communications for Bosquett & Company. It functions as a tra-

ditional phone system or an IP telephony server, and supports both single locations and multi-site networks – a feature Bosquett & Company plans to use as agents work remotely. The solution also has call center and voice messaging capabilities. Most importantly, however, this solution will scale with Bosquett & Company as it continues to grow, supporting two to 360 extensions.

But finding the right solution was only half of the challenge. Now, Teoma had to update Bosquett & Company's technology infrastructure, as well as their telecommunications system in a matter of weeks.

"They were moving in a very condensed time frame," said Janer. "We installed the entire system from A to Z in about two and a half weeks with a system that usually takes six or eight weeks. We did the cabling, installed the phone system, installed a new Cisco router and switch and configured all of the software."

The good news for Bosquett & Company is that they picked the right IT solution provider to handle the challenge.

"Teoma came in and educated management and staff," said Fischer. "They found a solution that fits our needs now and will scale with us in the future. The most impressive part is the quick response we received. They pre-configured a lot of the equipment and when we moved out of our old office on Friday and started setting up in the new place over the weekend, Teoma was right there with us. They kept the existing phone system up and running at the original location while they installed IP Office at the new place. They shut the old one down and brought the new one up. We were never without a dial tone."