

The Sky's the Limit for iSpace With Its New VIPedge Cloud-based Business Telephone Solution From Toshiba

Toshiba Success Story

About iSpace

Based in El Segundo, California, iSpace (www.ispace.com) is a global services company focused on information technology and business process solutions, including consulting, outsourcing, software products, and staffing. iSpace works with Fortune 1,000 companies throughout the United States, and its commitment to

quality and information security is reflected by its many industry standard certifications, including ISO 9001 and ISO 27001. iSpace's commitment to customer satisfaction is reflected in the fact that more than 90 percent of its client base has remained with them for more than 8 years.

THE CHALLENGE

Create Professional Communication Presence With an Affordable, Cloud-based Business Telephone Solution

Mickey Walker, administrative director for iSpace, specified iSpace's communication objectives, which include:

- Establishing a voice communication presence with an affordable, feature-rich cloud-based business telephone solution;
- Delivering traditional telephony features not usually found in cloud solutions, including superior audio quality;
- Providing headset integration with their existing headsets, allowing advanced headset features not typically available when used with SIP telephones;
- Delivering scalability to allow new users, features, and applications as the company grows as well as the flexibility to deploy users virtually anywhere and anytime;
- Having an Authorized Toshiba Dealer to install, configure, program and act as (or assist) the IT department to save time and money; and
- Delivering a set, monthly cost that was affordable, without the need to maintain equipment on-premises.

Ben Berg, partner at Authorized Toshiba Dealer Transcom Telecommunications (www.TranscomLA.com) of Lakewood, California, recommended Toshiba's VIPedge™. He said, "VIPedge has all the features and capabilities of a more-expensive on-premises system at an affordable price point." Transcom has been an Authorized Toshiba Dealer since 1986.

Industry: Technology/IT

Major Accomplishments:

Toshiba's VIPedge cloud-based business telephone solution has met iSpace's communications objectives, which include:

- Providing a robust set of traditional telephony features in a cloud-based solution
- Integrating SIP trunking for affordable unlimited nationwide calling
- Delivering scalability of the platform to grow as iSpace grows
- Improving efficiency with Unified Messaging
- Providing a fixed monthly cost to handle thousands of calls per month
- Having an Authorized Toshiba Dealer for on-site install and training, saving the time to have to learn from scratch



The iSpace team appreciates their VIPedge cloud-based enterprise-quality business telephone solution. From left: Amee Lord, Mahadev Gottipaty, Brady Clark, Eric Harrison, Mary O'Halloran, Mickey Walker, Dave Komula and Carolyn Brooks.

THE SOLUTION

Toshiba's VIPedge Delivers Enterprise-quality Telephony in the Cloud at an Affordable Cost

Installed and serviced by Transcom, iSpace's VIPedge solution consists of:

- *VIPedge cloud-based business telephone solution serving 30+ users in two locations: El Segundo and Irvine, California; plus remote virtual users in Boston; and Tampa, Florida;*
- *Toshiba IP 5000-series desk telephones;*
- *Unified Messaging, enabling users to receive both voice and email messages in their email inboxes; and*
- *Enterprise Manager for simple, browser-based administration and management.*

Result #1: An Effective and Efficient Communication Solution

Toshiba's VIPedge met iSpace's requirement for a cloud-based enterprise-quality business telephone solution with robust traditional telephony features, including superior audio quality plus Presence features, call pick-up, transfer to voice mail, outgoing number display and direct station select (DSS) keys. Unique ring tones for incoming calls help distinguish between calls made to the main number versus individual extensions.

Result #2: Unified Messaging Plus Enterprise-quality Features Improve Efficiency

VIPedge's Unified Messaging enables users to access their voice and email messages from a single inbox. Headset integration allows users to take advantage of advanced headset features. Call pick-up is also an appreciated feature. When the primary answering person is away from the office, other users can easily answer incoming calls with the touch of a button.

Result #3: Affordable and Scalable for Future Growth

With Toshiba's VIPedge, iSpace has an affordable and feature-rich cloud-based business telephone solution that can grow as the business grows. The VIPedge processes thousands of incoming calls every month, helping iSpace employees increase productivity and profitability. iSpace staff can add and network additional users virtually anytime, anywhere there is Internet access.

BOTTOM LINE

Toshiba's VIPedge Cloud-based Business Telephone Solution Improves Communications at iSpace

Toshiba's VIPedge cloud-based business telephone solution exceeded iSpace's communications objectives. Bottom-line benefits include:

- *All the benefits and cost savings of a cloud-based solution with the robust features of a traditional business telephone system, including superior audio quality;*
- *Smooth handling of 5,000+ calls per month, and room to grow;*
- *Installation and maintenance by an Authorized Toshiba Dealer and hosted by Toshiba with no middlemen involved;*
- *Cost savings over an on-premises telephone system with a low, fixed, monthly fee for service; and*
- *The ability to scale the telephone system as the business grows.*



Ben Berg of Authorized Toshiba Dealer Transcom Telecommunications and Mickey Walker of iSpace worked together to deliver a feature-rich solution with the ability to grow.

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To locate an Authorized Dealer, call: (800) 222-5805

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