

Client:

Court Atkins Architects, Inc. is an established firm specializing in architecture, planning, and interior design. The company was formed as an S-corporation on March 1, 2004 by two partners, William R. Court and James C. Atkins. Its talented and diverse team brings together over 50 years of architectural experience for selected clients throughout the coastal Lowcountry, as well as in Florida, Ohio, New York, Massachusetts, Georgia, and North Carolina.

Obstacle:

Court Atkins had been using the same Nortell PBX system since their inception in the early 2000's. Seeing a 100% growth in staff over a 24 month period created a need for many new handsets; however, the aged phone platform no longer had availability for compatible handsets. Court Atkins then reached out to Progressive Technology for guidance on a new system. Court Atkins wanted this new system to be more easily supported, as there was a lack of local support expertise on the Nortell PBX system, which made adds/moves/changes difficult and costly. With the incumbent system, they also lacked the ability to smoothly change the auto attendant function. Direct office transfers and call park functions were limited as well. The new telephony system would need to provide modern capabilities, scalability, and ease of management.

Resolution:

Following pre-project consulting with the client, Progressive Technology recommended the Allworx small business platform as a replacement solution. The Allworx system (being a full VoIP platform) would provide the needed scalability, communication features, work within the existing framework, and reduce management costs. Beyond the phone system, Progressive Technology also helped Court Atkins transition its Internet Service Provider to a PRI fiber network which provided faster speeds at the same cost. The project was implemented by a Progressive Technology consultant over a period of around 17 hours, and after business hours (save a scheduled and brief scheduled downtime to port numbers) in order to maintain business continuity.

Post-project, Court Atkins acquired another office and was able to leverage its new system to connect that location to the company headquarters using VPN (virtual private network) tunnels in order to realize additional cost savings on phone lines. In summary, Court Atkins now employs a communications platform which is fully managed and supported by Progressive Technology. They have increased their cost efficiency and scalability, while leveraging capabilities like mobile app-based handset tethering, Voice-mail-to-email, robust auto attendant for after-hours routing, and call parking/transfers.

Outcome:

"Unlike our previous system, the Allworx phone system we now deploy gives us the communication power to serve our clients and ability to support continued company growth. Kurt and the team at Progressive Technology did a great job making the recommendation, working to get the new system in place, and helping us get the most "bang for our buck" in daily use."

- Kathy Dunigan, Office Manager