

Bowling Green to L.A. in Seconds with ADIX and OKI

When Bando Manufacturing of America, Inc. searched for a way to expand their telephone system and replace a remote access connection, they found a simple solution with their local Iwatsu distributor.

Rapid growth and a requirement for Y2K compliance drove Bando, a leading manufacturer of power transmission and synchronous timing belts for automotive, industrial, and electronic equipment applications, to look for a more scalable system that could also connect their Bowling Green, Kentucky headquarters with a sales office in Los Angeles.

"In seeking to meet both of these objectives, we looked for a comprehensive solution from a single supplier that could meet all of our telephone system requirements as well as those for remote access to L.A.," David Ables, Bando's IS Administrator explains. "We found that solution through our Iwatsu distributor, Comstar Systems of Bowling Green. They supplied us with an Iwatsu ADIX telephone system that seamlessly interfaces with an OKI Internet Voice Gateway BS1200. Together, these systems provide us with all the telephony features we need in corporate headquarters and give us an effective, private virtual network between Bowling Green and Los Angeles."

The ADIX system with the OKI BS1200 not only reduces communications costs by allowing Bando to route both voice and fax over an IP network, it offers superb scalability and



Bando Manufacturing uses an ADIX system with an OKI BS1200 Internet Voice Gateway to connect offices in Bowling Green, Kentucky and Los Angeles, California.

extensive features while reducing maintenance costs with its all-inclusive one-box design. Any problem that might occur can be resolved from a single console.

As configured, the ADIX and a data router are both connected to the Internet Voice Gateway. "Essentially, the gateway gets connected to our Ethernet network just as a computer would. Only instead of sending just data, it can now handle voice calls as well. As a result, we now have a private, integrated voice and data network that uses a 56 Kbps line split off the T1 that is fed into the ADIX to link to L.A."

What other reasons led Bando to choose the Iwatsu solution over other products from larger



vendors? "The telephone system we had was limited to 80 ports," says Ables. "We needed more capacity. In addition, it did not offer integrated voicemail and auto attendant applications – and neither did that vendor's newer model. The ADIX, by comparison, offers everything we need in one box. As a result, we can protect our entire telephony infrastructure with a single power backup system while dramatically reducing overhead maintenance costs. It also cost-effectively meets our requirements for growth. With the ADIX, when we need to add lines, we just install a new card – everything else stays the same."

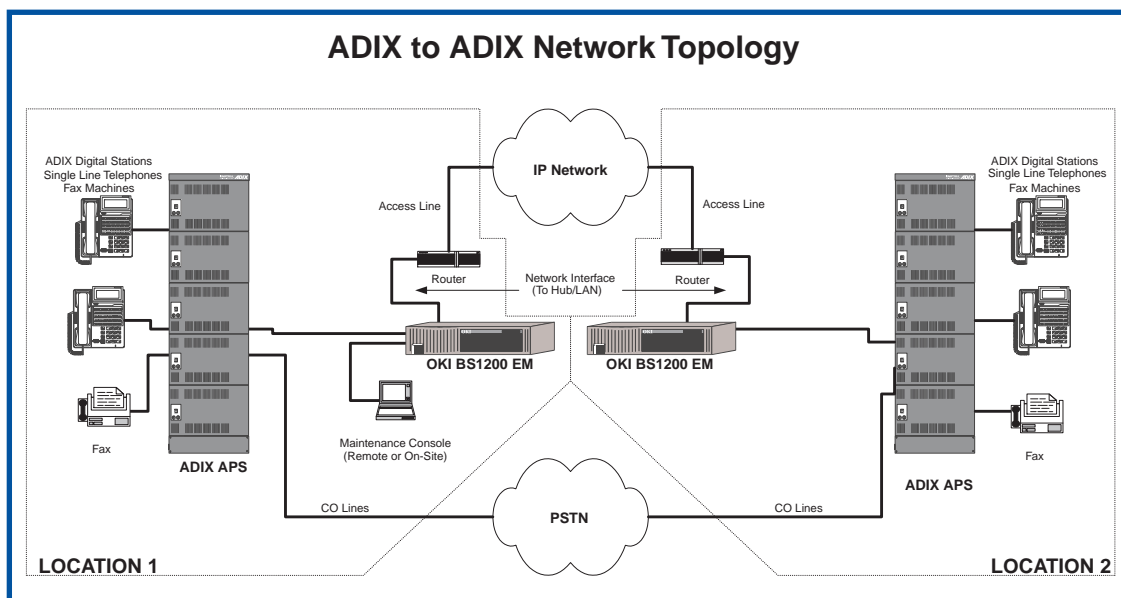
The quality and sound of the Iwatsu telephone stations is also a plus. "The ADIX telephones have good sound quality, and they feature standard handsets that can easily accommodate commonly available accessories such as shoulder rests," Ables says. "The competing systems, by comparison, offer fancy phones that may look *cool* but just aren't comfortable or practical to use."

Ables especially appreciates the ability to configure telephones with different ring patterns. "We

have an open office environment, and when any single phone rings, it can be difficult to determine whose it is. That problem is now solved with differential rings. My own phone, for example, rings five short pulses, so I only have to rush back to my desk when I hear that specific pattern."

Ables also checked a system offered by a much larger vendor, but he found their price commensurate with their size. "In addition to higher monthly lease fees," Ables says, "this system also carries much higher maintenance service costs. In fact, I calculated that the five year cost of ownership for Iwatsu's solution is \$82,000 lower than this competing system."

But the most critical factor in choosing the ADIX is the personal support that Bando receives from its Iwatsu distributor, Comstar Systems of Bowling Green. "With Comstar I deal with the president of the company, and I know that I can call him any time of day or night and get the help I need," Ables says. "With competing vendors, I just would not have that level of comfort." ↻



ADIX systems and the OKI BS1200 Internet Voice Gateway interface to provide a voice over IP connection. This is the type of configuration used to link Bando's offices in Bowling Green and Los Angeles.