



Industry Focus: Engineering

Size: 53 employees

Location(s): 3

Allworx Solution:

- 48x Phone System
- 9224 IP Phones (5)
- 9204G IP Phones (58)
- Conference Center
- Mobile Link

Web Site: www.erasosa.com

“Allworx has helped us to move forward with our growth and meet our growth targets.”

Kirk Johnston

IT Manager,

Eramosa Engineering

Allworx Helps Engineering Firm Achieve Growth and Expansion Goals

About Eramosa Engineering

Headquartered in Guelph, Ontario, Eramosa Engineering was incorporated in 1998 to provide clients with a specialized approach to implementing technology solutions for process control applications. The company offers conceptual, preliminary, detailed design, and construction administration services, as well as full networking, programming, information technology, and SCADA System solutions for its clients.

Having completed large-scale SCADA system implementations throughout Ontario, Eramosa has established an impressive track record in the municipal and industrial sectors. Its project history has included large systems with multiple remote sites, smaller facilities, master planning, and technical project management services.

Eramosa is structured to provide an unparalleled level of service to its clients. Its investment in a select number of key clients allows Eramosa to meet its commitments of delivery, service, and technical excellence. The clients Eramosa works with have come to expect a higher level of service and attention to detail on their projects as a result of the standards Eramosa has set for itself.

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The Challenge

As Eramosa approached the fifty employee mark, its phone system could not scale much further to accommodate additional growth. “Our phone system was limiting us to a certain number of voicemail boxes,” said Kirk Johnston, IT manager for Eramosa Engineering. “We realized that our phone system was going to be a hurdle impeding the growth of our company, especially with our expansion into other provinces and the US.”

Not only was Eramosa’s system not scalable, it was also obsolete. “We were often faced with upgrading the old phone system with old or refurbished parts, and it didn’t seem like we were putting our money in the right direction,” remarked Johnston. “We decided to stop updating the old system and start looking for a new system that would facilitate our growth.”



The Solution

While Eramosa continued to grow, it set out to find a more modern phone system that would be capable of growing along with it. “We decided that if we were going to get rid of our old system, then we wanted to make the move to VoIP,” commented Johnston. “We invited different vendors to provide us with quotes for a new VoIP solution, including Arch Communications.”

Established in 1993, the principals of Arch Communications International Inc. (ACI) have over 50 years of telecommunications expertise providing telecom business solutions from small, two-phone companies all the way up to large-scale Fortune 500 call centers. Located in Burlington, Ontario, ACI provides VoIP and traditional telecom business solutions. “ACI presented us with the Allworx

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product,” said Johnston. “They indicated that they’d done a lot of legwork in advance and decided the Allworx product was the one they wanted to represent.”

“ACI actually brought in a demo kit which they had customized for us so that we could really relate to it,” added Johnston. “Having the demo sets in our office, we really got a chance to get a feel for them. The other vendors were just quoting products and saying, ‘This is what you need’ and ‘We can make this work’. ACI recognized how we used our phone system already and said, ‘This will work for you and here’s why’ and ‘Here are some new features that we think you’ll really like’. ACI also recognized that, although we were not at the 50 employee point yet, we wanted the phone system to drive us forward.”

Due to ACI’s hard work and attention to detail, Eramosa’s decision to go with Allworx proved an easy one. The company chose to move forward with an Allworx solution consisting of a 48x Phone System, 9224 IP Phones, and 9204G IP Phones, as well as Conference Center™ and Mobile Link, two of Allworx’s advanced Software Features – installation went off without a hitch. “We didn’t have one missed call during the transition,” remarked Johnston.

“We have a certified Project Management Professional on staff who has been doing training for almost 30 years now,” added Keith Cameron, owner of ACI. “The fact that we had her on board really helped with making sure all the details of the installation at Eramosa Engineering went well.”



Eramosa designed and programmed the automated control system for this water pumping station capable of pumping over 900L/s of potable water for one of Ontario’s largest municipalities.

The Benefit

When Eramosa set out to find a new phone system, its main goal was to find a system that would be able to grow alongside its business, a goal it accomplished with Allworx. “Allworx has helped us to move forward with our growth and meet our growth

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targets,” commented Johnston. “Our expansion to Calgary was important, and our Allworx system allows us to just pick up the phone and call people in our Calgary office via extensions thanks to four-digit dialing. We’ve also taken over a second building in Guelph which we’ve connected.”

“Allworx has really helped us to stay in business as we continue to grow with one unified phone system,” added Johnston. “It’s nice not having phone systems requiring support at each of our locations – our 48x is capable of handling all of our locations on its own.”

Additionally, unlike its old phone system, Eramosa’s Allworx solution is far from outdated, offering support for advanced technologies such as SIP trunks and gigabit phones – namely the Allworx 9204G with a built-in 10/100/1000 Gigabit Ethernet Switch.

Allworx systems also support a number of Allworx Software Features. Among those utilized by Eramosa is Mobile Link, which enables users to manage day-to-day Allworx calling activities from their smartphone – such as changing presence settings, updating conference calls, and checking, sending,

and managing voicemails – via an easy to use interface. The Mobile Link application also maintains a directory of all users for its associated Allworx system. “Our employees use iPhones exclusively,” said Johnston. “The fact that Allworx has an iPhone app that is not only available but free is great for us. I prefer it for managing my voicemails.”



Solution Personalized for Eramosa Engineering:

- **Phone Systems**
 - 48x
- **IP Phones**
 - 9224 IP Phones (5)
 - 9204G IP Phones (58)
- **Software Features**
 - Conference Center
 - Mobile Link

About Allworx

Allworx, a wholly owned subsidiary of Windstream Corp. (NASDAQ: WIN), develops award winning phone & network systems for small-to-medium sized businesses and sells these products through a network of Authorized Resellers. By combining the advanced features of today’s VoIP systems with the key system features SMBs have grown to rely on, Allworx systems are ideal replacements for the millions of aging (TDM) PBX and key phone systems in use today.

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