

New, Enhanced Features to iPBX Hosted Communications

DSCI Corporation will shortly release a number of feature enhancements for the company's iPBX Hosted Communications Service which both improve call handling and promote efficiency in the enterprise. The new features are seamlessly integrated into iPBX. Most new features are available in upgraded user bundles, while certain others are available as add-on services. For information on what is available and how to upgrade, please contact your Account Manager. You can either call **866-438-3724** or email to info@dscicorp.com for more information.

The new features include: **Fax Messaging** provides a significant advance toward unified messaging. Users receive, store, review, and manage fax messages from their

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For additional information on these subjects or any other service from DSCI, please contact:

DSCI Corporation
866-GET-DSCI

ZINK Chooses iPBX as Perfect Fit for a Growing Company

ZINK Imaging (www.zink.com) is a growing company with big ideas. Made up of a cross-functional team of chemists, physicists, engineers, marketers, image scientists, manufacturing, and business development professionals, the company developed a Zero Ink Printing process that may just revolutionize the digital printing experience.

A spinout from Polaroid, ZINK initially shared Polaroid space and resources. As the company grew, the need for more R&D space and a dedicated manufacturing facility became apparent. The company established its headquarters in Bedford, MA, and purchased a production facility in Whitsett, NC. The move to new quarters required planning for an all-new network and communications infrastructure. As an early stage company with a limited budget, ZINK had to consider carefully how to spend each dollar, weighing both the capital and personnel costs required by potential options.

ZINK determines criteria for new IT network

A good deal of the IT decision-making rested on the shoulders of John Wells, the company's IT director. His responsibilities included issues related to data networking as

well as the choice of a phone system. Wells explains, "Although starting from scratch offered real advantages in that we didn't have to try to retrofit legacy systems, it also provided a huge number of options which we had to consider." As part of his selection process, Wells considered the factors that not only met his network needs, but also complemented the

company's business plan. Key criteria for the network and phone system were minimal upfront capital expenditure, low monthly expenses, and straightforward system manage-

ment (since he hoped to avoid adding staff.) Additionally, the solution would need to serve both the Massachusetts headquarters and the North Carolina manufacturing facility, in order to facilitate communication.

Although Wells considered a number of phone system solutions — including both new and reconditioned premises-based PBXs — it became clear that a hosted PBX solution best met the company's needs. A hosted PBX does not require a large capital outlay for a phone system and phones. The convergence of voice and data onto a single network means less expensive network costs. The hosted PBX service provider has

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The zero ink printing process from ZINK which is fueling the company's growth.



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phone just as they do their voice messages. For incoming fax messages only, Fax Messaging enables fax messages to be forwarded to email. Just as voice messaging can be accessed and managed from multiple locations, Fax Messaging can provide users this same flexibility.

N-Way Calling allows users to add any number of other parties, up to a maximum of 14 (including the call originator), to a call. This is similar to the Three-Way Calling feature currently available with all user bundles.

iPBX Anywhere enhances mobility, allowing users to make or

receive calls through their iPBX service from a landline or mobile phone. Calling functions (flash services) can be activated transparently mid-call. Users can move active calls seamlessly between devices, allowing calls started in the office to be continued on the road without missing a word.

Call Forwarding Not Reachable allows calls to be forwarded to a different phone number when the user's device is not accessible.

Privacy Service permits users to exclude themselves from a group or directory listing visible to other users. ♦

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much of the responsibility for maintenance and monitoring of the system, which helps ZINK avoid adding personnel to manage the phone system. Finally, hosted PBX systems offer low monthly costs that cover both phone features and usage, with calls between company locations at no additional charge.

iPBX meets all ZINK's requirements
The hosted solution ZINK selected was iPBX Hosted Communications Service from DSCI. Besides offering all the reliability and functionality ZINK required, iPBX offers the scalability to grow with the company. In-house personnel can easily handle any changes, rather than needing expensive telecom specialists. DSCI's converged network connects ZINK's two sites, and can expand to include future sites if needed.

How has the relationship between ZINK and DSCI been so far? "I feel like DSCI understands my network and needs almost as well as I do. So far, I don't need additional in-house staff because I have excellent network engineering support from DSCI," concludes Wells. ♦

Real-World Applications for New, Enhanced iPBX Features

Fax Messaging — Business travelers gain access to faxes immediately, even when away from the office. Decision making is informed and timely.

N-Way Calling — Set up impromptu conferences with up to 14 others. No need to purchase a conferencing service or deal with access codes.

iPBX Anywhere — You're in the middle of a phone call, but late for a meeting. You can transfer your call to your cell phone without hanging

up, and leave for your meeting while finishing your call.

Call Forward Not Reachable — Set once and forget. Users can, for example, have calls to their cell phone sent to their office phone when the cell phone is off. All voice mail then goes to the office mailbox, not the cell phone's.

Privacy Service — High-level employees can be included as part of a group in a directory, but shield their details from other users.