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Abco Safety Installs New Business VoIP Phone System
*Advanced Technology Consulting Helps Identify Proper System
to Meet Short- and Long-Term Goals*

Mason, OH, September 24, 2013 – Abco Safety recently implemented a new Voice over Internet Protocol ([VoIP](#)) system to address growth plans and meet immediate needs. Saddled with an old phone system that inadequately handled incoming calls, Abco engaged telecom consulting firm, Advanced Technology Consulting (ATC), to specify the proper system and manage deployment. Abco, located in Cincinnati, OH, chose a cloud-based, VoIP solution offered by Cincinnati Bell – [Emerge](#).

Emerge provides Abco with enhanced call routing and simple scalability for easy management of the company's communications. Previously, a single employee was answering all incoming calls. Now, with advanced auto attendant features, the system quickly routes calls to the proper department. Once directed to the proper department, sub-auto attendant features directs calls to a specific person within the department. Hunt groups have also been established for four departments – customer service, accounting, shipping and receiving, and purchasing. One-call answers and resolution are now the norm, rather than the exception.

"Our old system was a bottleneck and was impeding productivity as we grow," said Doug Baglier, president and CEO at Abco. "We needed a more manageable system that wasn't a constraint and allowed us to better serve our customers. ATC gave us insight on our options and helped us find the right system for our business. In addition, once the decision was made to go with Emerge, they worked with Cincinnati Bell to get the solution installed and our employees trained."

Abco's new system transmits across two dedicated T1s, providing digital VoIP services to all 20 handsets. The hosted, business VoIP solution can grow and change with Abco's business. It's a managed solution that unifies all their business communication devices and is hosted by Bell in the cloud with disaster recovery built in. The only hardware on site is a QoS (Quality of Service) router, a Cisco switch, and the handsets. Abco no longer has to manage and maintain an on-premise phone system.

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Through a web-accessible dashboard, Abco can manage the system's features, easily make changes to hunt groups, users, dial-by-name directory, and view call logs. Other features include single-number reach capabilities, follow me capabilities, voicemail-to-email, sequential ring, and more. Remote workers are armed with mobile executive capabilities and a virtual DID (direct inward dialing) for local presence in remote markets.

For more information, contact Advanced Technology Consulting at 1-877-977-4800, or visit 4atc.com.

About Advanced Technology Consulting
Advanced Technology Consulting, Inc. (ATC), an independent telecom agency and consulting firm, removes the business complexities of researching, comparing, procuring, implementing and managing telecommunications solutions. ATC's team of Certified Telecom Professionals (CTP) leverages an extensive network of technology providers to deliver unbiased insight and tactical proficiency on behalf of clients. Technical expertise includes VoIP business phone systems, unified communications, cloud computing, and structured cabling. Services include strategic consulting, contract renegotiation, project management, business-needs analysis, and support.

About Abco Safety
Abco Safety has over 25 years experience in industrial safety products. Growth and position in the safety market has allowed Abco to supply some of the largest companies in the U.S. and Canada, while remaining flexible enough to support safety programs for any size business. Abco serve customers in the manufacturing, construction, environmental, food service, and retail sectors of business by helping them coordinate their overall safety program and budget.

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