

ISDN PRI

ISDN PRI is a digital communications service that provides superior voice quality over existing copper wiring. The addition of a single PRI line provides (23) concurrent voice paths for inbound and outbound calls often increasing current capacity. The additional functionality combined with the frequent cost savings of this service can quickly generate a return on investment while increasing the overall productivity of your organization. Let Orion Communications complete a feasibility analysis to see if it is the right solution for you.

Increased Functionality

- **Outside callers can reach those in your organization without the use of a receptionist or auto attendant by utilizing DID (Direct Inward Dialing) functionality. Adding customer convenience while decreasing company costs.**
- **The inclusion of caller ID allows users to identify not only the caller's number but also their name.**
- **Most organizations are able to cost effectively increase available lines avoiding busy signals.**

Decreased Cost

- **Elimination of costly inbound and outbound voice lines**
- **Reduced infrastructure and maintenance costs**
- **Usage calling plans reduce the cost of making local calls**
- **ISDN PRI can be delivered with integrated Internet access to further reduce monthly costs.**
- **You can save as much as 85% per month by converting analog services to ISDN PRI.**

Considerations

Telephone System:

It is important to determine if your current phone system is compatible with T-1 and ISDN PRI. Most systems are but additional charges may apply.

Redundancy:

If for any reason, you lose your PRI connection, it is recommended that a few analog lines be kept active for back-up reassurance.

Preparation:

Prior to implementation, you should have a complete understanding of your current environment. This will ensure you have the best solution at the lowest possible cost.

Situation

A regional medical office was getting overwhelmed by the volume of incoming calls. The two receptionists spent the majority of their days answering and redirecting calls. Patients waited needlessly at the counter waiting to get checked in which was starting to back up the whole day.

Actions by Orion

Orion reviewed their calling and suggested ISDN PRI with DID functionality. Working with the telephone vendor, a solution was implemented seamlessly.

Productivity Improvements

Solution Results

By having callers reaching the end parties more directly, the front desk was able to allocate more time providing superior care to the patients. The solution not only increased productivity for the staff, but the overall cost savings funded the project with an return on investment of less than six months earning on-going savings of more than 22%.

Situation

A small manufacturing company was suffering from the growing costs of an aged telephone system. Not only was the system continuously failing, but they lacked basic functions such as voice mail, conferencing and effective call transferring.

Actions by Orion

By exploring the overall needs of the customer, Orion designed a new telecommunications platform including ISDN PRI along with a new telephone system.

Technology Upgrade

Solution Results

The customer was able to fund a brand new telephone system on a 36 month lease and still save money on a monthly basis. The added functionality also allowed them reallocate one person previously

Situation

A multi location trucking company continuously experienced network downtime due to the remote nature of their terminals. Instead of placing orders or tracking shipments, customers were receiving busy signals when trying to call the company.

Actions by Orion

Working with the customer, Orion was able to identify critical numbers that needed to be protected. Orders were then set up with the carriers to establish a business continuity plan for their ISDN PRI's to reroute calls to another terminal where customers could be supported until primary lines became available.

Business Continuity

Solution Results

With a documented plan readily available, the customer was able to initiate their back up plan within minutes of an experienced outage. Not only were they able to remain on-line, Orion was able to