



DIXIE ELECTRIC CASE STUDY





Your Conversion
Professionals

CHALLENGE AND TASKS

Dixie Electric Power Association has multiple locations with different traditional PBX's and was in need of unifying all of their communication in a simple to use management portal that would allow IT staff full control of each telephone at different locations. The traditional voicemail system was failing so Dixie Electric was under a time crunch to deploy a new solution that would scale with their growing business. Dixie Electric also identified other challenges including accepting payments over the phone and allowing customers to check account balances. Deploying a new system would have to integrate with the payment processing system and allow for customers the abilities and ease of use that they are used to when it comes to managing their utilities.





AND THE OUTCOME

SOLUTION

Dixie Electric relied on the knowledge of the VOXO staff to solve their unified communications challenge. VOXO deployed new Hosted Polycom desk phones to each location and handled the migration from the traditional PBX to VoIP, while at the same time, providing a custom solution for accepting payments and allowing Dixie Electric customers the ability to continue checking their account status via the telephone.

KEY BENEFITS

Dixie Electric was able to reduce costs showing nearly 50% in telecom savings by switching to VoIP. The IT staff is able to manage each phone at different locations with ease through the VOXO Portal. With access to call logs, recordings, and custom auto attendant features, Dixie Electric no longer has to worry about the cumbersome process of managing traditional key system telephones.

Ease of Use

“Managing our phone system is now much easier than before now that we have a central place to make changes to phones.

The features provided by VOXO has brought our internal communication into the 21st century and we have been pleased with the ease of use of the management portal.



Feature Rich
And Reliable



ABOUT DIXIE ELECTRIC



Dixie Electric Power Association strives to:

Provide an efficient electrical system and offer quality service at an economical rate to its members. Support the community through local activities and encourage economic growth in the area, Offer a productive work environment for its employees and promote their safety and well being. Continue to meet the ever changing needs of its members through technological advances. Quick Facts about the Association:

Incorporated – 1938

Total Miles of Line – 4,884

Total Meters Served – 38,104

Meters per Mile of Line – 8

Number of Full Time Employees – 93



“Dixie Electric requires a system that is easy, robust, and reliable. Our customers rely on us to keep the power on and provide first class service and response times.”



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