

*Relevant technologies for real people*

# Internet Phone System Upgrade Delivers Quick Expansion and Significant Cost Savings

Comtel's free phone bill analysis helped the Queensland Theatre Company expand their phone system to meet growing demands while reducing monthly phone costs by more than 50%.

## THE CHALLENGE

An existing client, the Queensland Theatre Company (QTC) contacted Comtel to add more users to their phone network. QTC's medium-sized telephone system is used by operations, administration, production teams and their busy call centre that sells theatre subscriptions and tickets.

Instead of simply selling more handsets and phone connections into the existing system, the Comtel team undertook an obligation free bill analysis and review of existing infrastructure.

QTC had a Comtel PABX system installed. The phone line and calls were supplied by a mainstream phone carrier. The QTC office had an existing fibre optic internet connection to the premise.

Comtel quickly identified the existing system could be upgraded to take advantage of the high-quality internet connection.

The bill analysis demonstrated by upgrading to a new internet based phone system QTC would meet growing demands while saving thousands of dollars each year.

## THE COMTEL SOLUTION

Having a quality internet connection meant the QTC could easily handle its existing and expected future call volume through the new generation of internet based phone systems.

Comtel's Voice Over Internet Protocol (VoIP) PABX was installed and new Unify handsets supplied to expand the existing system.

The Comtel VoIP system enabled QTC to move from a standard commercial phone line rental to Comtel's Unify Communications Mid-Sized Business Package. This combined with their existing internet connection delivered significant savings in monthly phone bills while delivering greater future flexibility.

## OUR CLIENT

### Queensland Theatre Company

Handsets:	~ 120
Previous Spend:	~ \$2,000 per month
Industry:	Performing Arts
# of Sites:	1
Special Requirements:	High volume out-bound sales calls

Queensland Theatre Company (QTC) is the state's flagship professional theatre company. Each year the company delivers more than 450 performances to more than 126,000 people across Queensland.

[www.queenslandtheatre.com.au](http://www.queenslandtheatre.com.au)



*"We rely heavily on communications for the sale of tickets and subscriptions on a day to day basis.*

*We needed a system that delivered reliable sound quality, 100 percent availability and service."*

**Julian Messer,**  
**Venue & Operations Supervisor**

## ABOUT US

Comtel is able to consult, design, and implement a communication solution that is perfect for your unique business. Our capabilities include supply and installation of telephone systems and peripheral items such as Voice Mail Systems, Headsets, and Wide-area Cordless Telephone systems.

We can also supply and install radio communications equipment for large fleets, radio towers for long distance radio links and microwave radio systems for cost-effective data transfer.

## IMPLEMENTATION

Prior to roll-out Comtel undertook a risk analysis to ensure the process was completed without any interruptions. It took less than eight weeks from initial discussions to upgrade the system and train more than 120 users.

The upgrade to an internet based phone system was carried out in seven simple steps:

1. Comtel reviewed the existing system and undertook a bill analysis.
2. New system proposal and costings provided.
3. Application to convert to a new carrier managed by Comtel.
4. Comtel programming engineer worked with each QTC department to map phone call handling, overflow, voicemail settings, and call queuing. Handset button management and other features were programmed.
5. System change over date and time set to fit in with QTC operations.
6. The new system installed on site within a day and on site training provided to all users.
7. Comtel returned within a fortnight to run through any additional training requirements and system fine-tuning.

During the new system installation all existing phone numbers were retained ensuring zero disruption to business. Comtel's Mid-Sized Business Package includes the first 12 months Client Support Agreement free of charge.

## BUSINESS RESULTS

The saving made by moving from a traditional PABX to Comtel's new generation internet phone system covered the cost of a full system upgrade, along with all new hardware for 120 users including handsets and headsets.

Upgrading to a VoIP system has delivered for QTC:

- Easy to use phone system for large volume outbound calling.
- New users can be easily added within hours.
- Regular upgrades to ensure the most up to date software.
- A system that delivers 100% availability and can be relocated within hours while keeping the same phone numbers.

on site response time (plus travel time). Comtel also provides an annual maintenance program, regular software upgrades and extension of the Comtel hardware warranty.

Comtel is committed to supporting Queensland community organisations.

### TECHNOLOGY



# UNIFY



OpenScope Business X5R PABX is an all-in-one solution for integrated voice services.



OpenScope 35 handset is economical and multifunctional for a user-friendly communication experience.

**"The total cost of upgrading QTC's system from a traditional PABX to VoIP was returned within 10 months."**

**Julian Messer,  
Venue & Operations Supervisor**

### Supporting the Arts

As part of our commitment to community support, Comtel provides its annual Client Support Agreement in-kind to the Queensland Theatre Company. This delivers QTC security in knowing their telephone system will be supported 24/7.

Our Support Agreement guarantees clients a two-hour technician response time and a maximum eight-hour