

TOSHIBA
Leading Innovation

smplsolutions
the tech team

SUCCESS STORY

PRODUCT: IP*edge*
INDUSTRY: Manufacturing

Toshiba's IP*edge* Exceeds Williams Furnace's Communication Goals

Toshiba's IP*edge*® IP business telephone system exceeded Williams Furnace's communications objectives for flexibility, performance, and affordability from a name-brand vendor. Bottom-line benefits include:

- Robust Unified Communications solution integrating users' computers and telephones for a powerful communications tool;
- Mobility application to route office calls to users' mobile phones;
- Unified Messaging, enabling users to receive their voice messages in their email boxes;
- Durable, easy-to-use IP telephones with high-quality wireless headsets;
- Direct inward Dialing (DID), enabling callers to dial a direct extension;
- Uninterrupted Power Supply (UPS) to ensure the phone system stays live in case of power outages;
- Flexibility to add systems or users at remote locations;
- Eliminated maintenance and repair costs; and
- Affordable monthly payments;
- A reliable IP business telephone solution from Toshiba, a well-established brand with decades of proven experience in business telephony.



*Together, Tami Williams of Williams Furnace Company and David Case of **smpl**solutions implemented Toshiba's IPedge business telephone system, which provides an affordable, feature-rich communications solution covering the 16-acre facility.*

Toshiba Benefits

Benefit #1: Contact Center Solution Improves Customer Service

Toshiba's Contact Center Solution with Call Manager UC and TASKE applications provide Williams Furnace's five contact center supervisors and 15 agents with the platform they need to manage the thousands of calls received each month.

Benefit #2: Call Manager UC Solution Integrates PCs and Phones

With Toshiba's Call Manager UC solution, Williams Furnace's users can combine their computers and telephones into a powerful communication tool with extensive call handling features and database integration.

Benefit #3: Affordable, Feature-rich IP*edge* Improves Communication

Toshiba's IP*edge* exceeded Williams Furnace's requirement for an affordable, richly featured IP business telephone solution. IP*edge* has helped improve communication both internally and externally.

"Toshiba's IP*edge* is a reliable, high-quality IP business telephone system that is affordable, feature-rich and empowers us to provide a higher level of customer service. Toshiba and smplsolutions have exceeded our expectations," *said Tami Williams, VP, Distributor Sales & Marketing, Williams Furnace Company.*

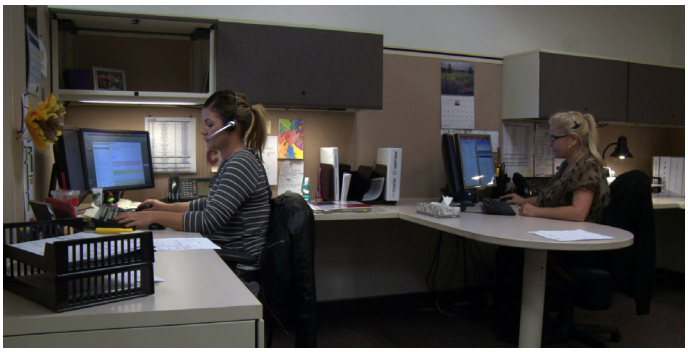
The Toshiba System: Toshiba's IP*edge*

Installed and serviced by Authorized Toshiba Dealer **smpl**solutions (www.**smpl**solutions.com) of Lake Forest, California, Williams Furnace's new business telephone solution includes:

- Toshiba's IP*edge* business telephone system serving multiple buildings on the 16-acre campus;
- Toshiba's Contact Center Solution with TASKE reporting software;
- Call Manager™ Unified Communications solution, enabling users to integrate their computers and phones for direct dialing from Microsoft® Outlook®;
- Mobility solutions, including Toshiba's Find me, Follow me to route office calls to users' mobile phones;
- Unified Messaging so users receive their voice mail in their email inboxes;
- Enterprise Manager for remote system administration for easy adds, moves, changes and programming of telephones;
- Toshiba's professional IP telephones with JABRA wireless headsets;
- Rear truck gate and front door telephones and Polycom wireless conference telephones; and
- ONEAC Uninterrupted Power Supply (UPS) to ensure the phone system stays live in case of power outages.



Williams Furnace's tech support department uses Toshiba's powerful Call Manager unified communications solution.



Williams Furnace's contact center agents rely on Toshiba's Contact Center solution to handle thousands of calls every month.

ABOUT THE CUSTOMER : WILLIAMS FURNACE COMPANY

Located in Colton, California, Williams Furnace Company (www.wfc-fc.com) has been designing and manufacturing heating and air conditioning systems in its San Bernardino County facilities for nearly 100 years. With a commitment of delivering value to its customers, Williams sells heating and air conditioning systems for virtually every residential and commercial application, including a wide variety of configurations for wall, roof or floor installation as well as gas, hydronic, refrigerant and electric models. Williams Furnace Company has proudly manufactured its products in the United States since its founding in 1916.



TOSHIBA

Leading Innovation

smplsolutions®
the tech team

Contact **smpl**solutions at 949.544.8600
www.**smpl**solutions.com

Toshiba America Information Systems, Inc.
Telecommunication Systems Division

9740 Irvine Blvd., Irvine, CA 92618-1697
To locate an Authorized Dealer, call: (800) 222-5805
National Accounts (800) 234-4873
www.telecom.toshiba.com

© 2014 Toshiba America Information Systems, Inc. All product, service and company names are trademarks, registered trademarks or service marks of their respective owners. Information including without limitation specifications, availability, content of services, and contact information is subject to change without notice.

Literature Order #: TSD-Williams-Furnace-DS-POC-VA/4500187

Photo Credit: The Corporate Film Guys