



CADParts & Consulting L.L.C.

New Jersey-based CADParts & Consulting provides an outsourcing service for all aspects of electronics design and development for high-tech equipment manufacturers. Services offered by CADParts include circuit design, testing, project management and prototype production. For more information, visit www.cadpartsusa.com.

Challenge

CADParts needed to upgrade a legacy small business system with one that offered the functionality, flexibility, economy and security required for a rapidly growing firm with an especially high-tech clientele in the electronic equipment industry. CADParts also sought an architecture that would be scalable into the future.

Solution

CADParts chose Avaya for its needs because Avaya's Intelligent Communications solutions met all the firms criteria.

Applications and Services
• Avaya Quick Edition

Results

- Increased productivity. Features such as voice mail, conferencing, and auto attendant are now available to all users via IP by simply plugging into the LAN.
- Reduced operational costs. Web browser administration, including software updates and plug-and-play reusable phones, add up to overall lower total ongoing costs.
- Lower total cost of ownership and improved business continuity. The “server-less” solution architecture, with no single point of failure, also has automated redundancy as back-up to preclude system failure.

“We are very pleased with Avaya Quick Edition. It is a perfect fit for a business our size. The phones were easy to install. Administering the phones over the web is also working out well for us. The phone system is also very cost-effective from an infrastructure point of view. With a traditional office phone system you need both voice and data networks. With this system you only need a data network: saving the expense of wiring the voice drop for each extension.”

—Don Beane, President

For more customers leveraging intelligent communications for a competitive advantage, go to avaya.com and click on “Hot Topics” and select “ICONS.”

