

KGA ARCHITECTURE

Industry Focus: Architecture

Employees: 50

Location(s): 2

Allworx Solution:

- 24x Phone System
- 6x Phone System
- 9224 IP Phones (2)
- 9212 IP Phones (50)

Web Site: www.kga-architects.com

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Rick Romito

*Director of Operations
KGA Architecture*

Allworx Builds Architectural Firm a Phone System

About KGA Architecture

KGA Architecture is a Nevada-based Professional Corporation with extensive experience in all phases of architectural services and is considered a leader in the Southwest due to the depth and diversity of its project experience. Projects design ed by KGA are unique, influenced by the vision of its clients. Regardless of scale or scope, KGA embraces the concept that its designs enhance the community.

Founded in 1975, KGA maintains a staff of 50 professionals distributed between its Las Vegas and Austin, Texas offices and demonstrates excellence in every phase of traditional architecture, including planning, programming, design development, schematic design, construction documentation, and construction administration.

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The Challenge

When KGA decided to move from its old corporate office in Las Vegas to a more modern facility, it was decided that the time was also right to move from an old phone system to a more modern option. "We were in a situation where our firm was making a physical relocation of our corporate office," said Rick Romito, director of operations at KGA. "The system at our old office was a traditional phone system. It was an aging technology with no Voice over IP (VoIP) capability. With the transition from the old office to the new, we made the decision that it was time to take advantage of the additional features and benefits that a VoIP system would give us."

The Solution

Whenever a new office building is constructed, chances are a new phone system will be going inside it. Therefore, as an architectural firm, KGA has relationships with a multitude of different phone system vendors. As KGA prepared to move into its new facilities, Romito solicited quotes for a new system from a number of these vendors, and one of them just so happened to be an Allworx Authorized Partner by the name of Xidix Technologies.

"We were familiar with Xidix because they had provided services for a client that we had done a building for," said Romito. "We asked them to prepare us a proposal based on some specifications we had given them. They came back to us with an Allworx system, and we were extremely pleased with the financial benefits that we were seeing."

Beyond price, Romito also recognized a number of other advantages to the Allworx system. "We really liked Allworx's policies related to software upgrades," said Romito. "We also liked that the underlying software for both the systems and the phones themselves would allow the system to continue to adapt and grow as we adapted and grew."

So impressed with Allworx was Romito and his team at KGA that they decided to outfit their new Las Vegas office with a 24x and to at the same time install a 6x at their office in Austin. In addition, all KGA employees were equipped with 9212 IP Phones, and 9224 IP Phones with Tx 92/24 Expanders were placed at the reception desks in both of the KGA offices.

ALLWORX BUILDS ARCHITECTURAL FIRM A PHONE SYSTEM

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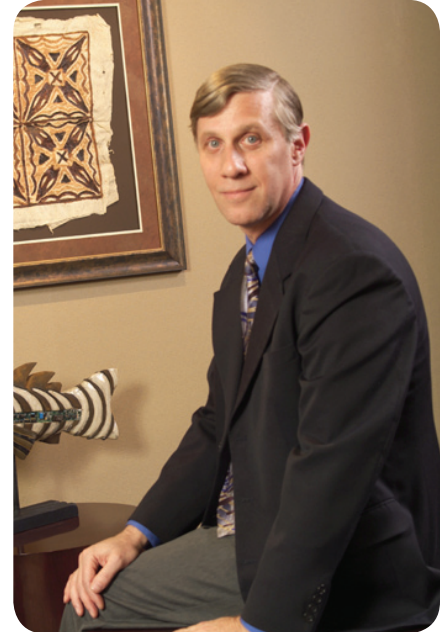
*Director of Operations
KGA Architecture*

The Benefit

Once KGA had its Allworx system, Romito was excited to take full advantage of the rich features VoIP offered. "There are so many options with this system that just aren't available with a traditional phone system, even a digital phone system," said Romito. "With a traditional system, it is what it is – it gets installed, the wires get connected, the buttons get programmed, end of conversation. With the Allworx system, I can go in on any given day and reprogram my phone, and quite frankly I do it all the time because of all the traveling I do."

While many of the features offered with today's phone systems may seem overly complex, KGA utilizes many modern features that serve practical purposes while enhancing its business and increasing its efficiency. "The voicemail with e-mail integration is a huge thing for us, not just in terms of convenience factor, but also in helping to mitigate the amount of risk we open ourselves up to," said Romito.

"As a professional service provider, liability is a big challenge for us," added Romito. "Nowadays, more and more work is accomplished and more and more decisions get made in voice messages. For example, clients often leave voice messages authorizing us to do something. There was a time when we'd try to get the client to put everything in writing. With Voicemail to E-mail, I now have a permanent record of the client telling me what they want done, with the phone number they dialed me from, the date and time they made the call, and their voice in a WAV file, that goes straight to our corporate archives. From a liability standpoint, that's a great benefit to us."

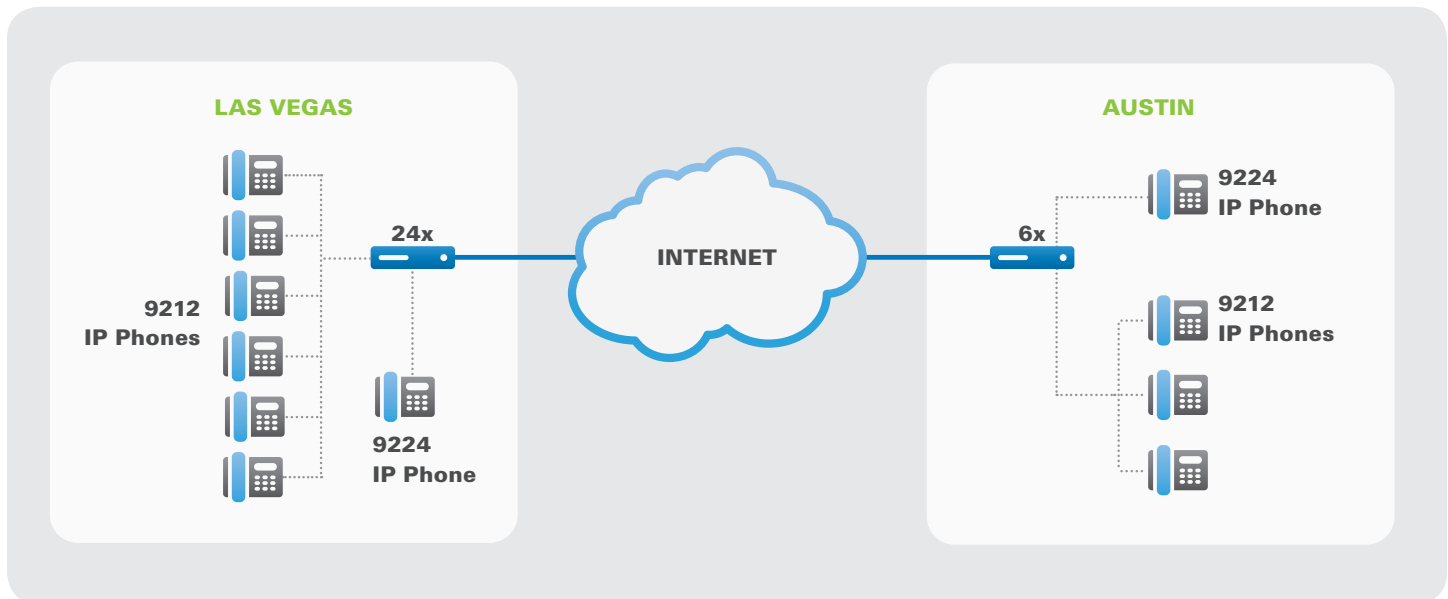


Rick Romito

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Voicemail to E-mail has been far from the only VoIP enabled feature that KGA has enjoyed thanks to its Allworx system. "From a partner standpoint, where we appear to be located can be extremely important to a lot of our clients," said Romito. "I spend about 60 percent of my time working out of the Austin office and about 40 percent in the Las Vegas office, but when I need to have a conversation with an Austin client and I'm sitting in my Las Vegas office – or for that matter I'm on my cell phone – I want them to know I'm still local."

ALLWORX BUILDS ARCHITECTURAL FIRM A PHONE SYSTEM



"We have our system configured so that if the call I'm making is to an Austin area code, my caller ID appears as my Austin number no matter where I am, and vice versa for when I call a Las Vegas area code," added Romito. "That's a big deal for us. I can continue to be extremely mobile and to my clients I'm where they expect me to be – I'm local."

KGA has also benefited from the high level of customer care that has come to be expected from Allworx and its partners. "Allworx and Xidix have been really good in terms of supporting

us," said Romito. "Xidix has been much more hands on than other vendors I've worked with in the past."

"I'm a very happy owner of the system and hope to have it for a long time," added Romito. "I hope the features keep getting tweaked and added. That's the reason why we thought going to a VoIP solution was the right move. It turns out it very much was, and we're really happy with it."

Solution Personalized for KGA Architecture:

- **Phone Systems**
 - 24x
 - 6x
- **IP Phones**
 - 9224 (2)
 - Tx 92/24 Expanders
 - 9212 (50)

About Allworx

Allworx, a wholly owned subsidiary of PAETEC Holding Corp. (NASDAQ GS: PAET), develops award winning phone & network systems for small-to-medium sized businesses and sells these products through a network of Authorized Resellers. By combining the advanced features of today's VoIP systems with the key system features SMBs have grown to rely on, Allworx systems are ideal replacements for the millions of aging (TDM) PBX and key phone systems in use today.

Contact Us

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