



**Industry Focus:** Manufacturing & Distribution

**Employees:** 105

**Location(s):** 6

**Allworx Solution:**

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

**Web Site:** [www.bpsparts.com](http://www.bpsparts.com)



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**Debra Stanley**  
CFO  
*Boles Parts Supply*

## Allworx Updates Manufacturer's Phone System

### About Boles Parts Supply

Boles Parts Supply Inc. (BPS) was founded in 1963 by Jerry Boles as a small engine core supplier. From there, the company expanded into electrical cores and components, then into general small parts. Today, from its base in Atlanta, Georgia, BPS serves all of North America as well as many overseas customers.

BPS is a people-oriented organization. Many of the original employees are still with the company. Most of the key personnel at BPS have experience in the rebuilding industry, which has put the company in a strong position to understand the business from the rebuilder's viewpoint. Thus, BPS has developed and maintains a strong relationship with its customers.

BPS is structured in four specialized and flexible operating units, Electrical Cores, Electrical Component, Engines and Transmissions, and General Small Parts. These operating units can quickly react to the changing needs of the company's customers and changes in the industry.

Today, BPS operates from four major distribution and buying centers located in California, Georgia, Virginia, and Oklahoma, as well as local buying centers in the Southeast and Midwest. Altogether, BPS has over 100 employees and 1,000,000 square feet of warehouse space at your service.

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### The Challenge

BPS was operating on an AT&T Merlin phone system. While the Merlin may have been a viable solution for BPS when it was first implemented, as with any electronic key system, it is now obsolete and unable to support the features offered by modern phone systems. “Obviously with the Merlin system we were not able to utilize VoIP,” said Debra Stanley, CFO of BPS.

As the Merlin system at BPS began to deteriorate, the company knew repair was not an option – it would cost much more to fix the antiquated system than to simply replace it. “Among the biggest problems we experienced with the Merlin system was the voicemail not functioning properly,” said Stanley. “Due to the fact that the system had been out of production for some time, fixing the voicemail would have been prohibitive for BPS. That’s when we realized it was time to start exploring new phone systems.”

### The Solution

When DJJ Technologies – an Atlanta based communications vendor and Allworx Authorized Partner that BPS had worked with in the past – learned of the situation at BPS, the company reached out to Stanley to see what BPS wanted to accomplish with its new phone system. Following that, DJJ presented BPS with a number of different solutions, and the one that most impressed was Allworx. “Allworx offered a number of features that we really liked,” said Stanley. “Features like three-digit dialing and paging between locations, find me/follow me calling, called ID based call routing, and the ability to pull detailed call reports would help us to communicate more efficiently as a company.”

“With Allworx, the price was really good,” added Stanley. “In fact, we realized that by utilizing VoIP, we could actually save enough money to pay for the system.”

The Allworx system installed at BPS consisted of one Allworx 24x Phone System at the company’s Atlanta headquarters, an Allworx 6x Phone System at another Atlanta area location, and a second 6x at the company’s Oklahoma location. Supported by these systems are a number of Allworx 9212 IP Phones, as well as an Allworx 9224 IP Phone with attached Allworx Tx 92/24 Expander units for added programmable function keys. The Allworx system at BPS also supports a number of advanced Allworx Software Features, including Call Assistant and Internet Call Access. In addition, BPS has integrated several third-party solutions with its Allworx system, such as Music on Hold.

## ALLWORX UPDATES MANUFACTURER'S PHONE SYSTEM

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### The Benefit

Overall, the Allworx solution implemented at BPS has vastly improved communications at the company. "We're much more efficient than we were before," said Stanley. "We're able to be more prompt in talking to our customers."

The improvements BPS has realized are derived mostly from the assortment of new features that the company now utilizes, many of which are enabled by VoIP. For instance, the find me/follow me feature helps BPS personnel to never miss a call. Find me/follow me permits users to route their calls from one phone to another until they are reached. "With the find me/follow me feature, a user can set their phone to originally ring at their office phone," said Stanley. "If the call goes unanswered, it can then be routed from their office phone to their cell phone, their home office phone, and their hotel phone until it is answered."

"When a customer calls, they want to talk to you right then and there – they don't want to have to wait for you to call them back," added Stanley. "With find me/follow me, our salespeople can be reached at any time no matter where they are, so we have far fewer missed calls."

Another feature often utilized at BPS is caller ID based call routing, complemented by the call history function on the phone – this feature ensures that incoming calls are routed to the proper person based on their inbound caller ID. "If an employee returns to a missed call on their phone, the Allworx phones allow for one button callback from



the call history window on the phone," said Stanley. "I simply scroll through my past calls to see all the calls I've made, missed, or received. Once I find the number I want, I push one button and the call is made."

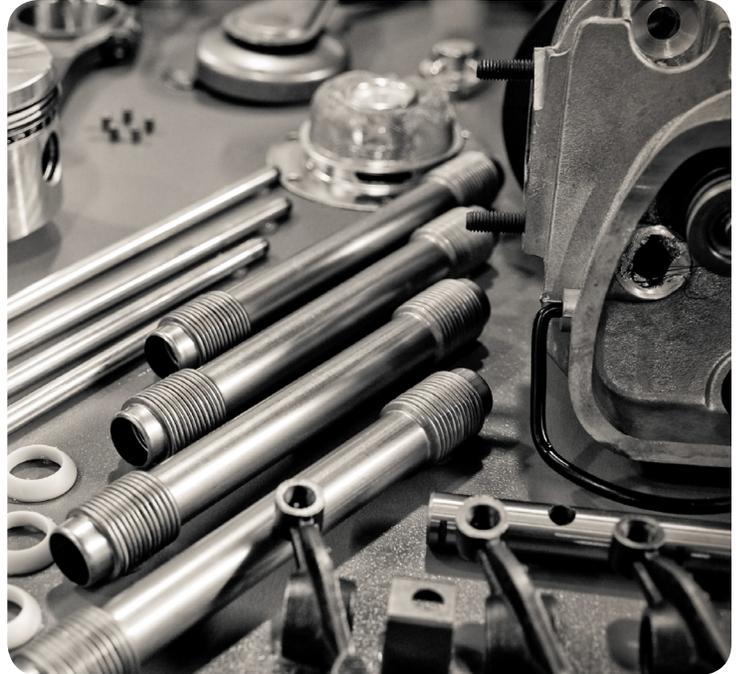
Among the other Allworx features employed by BPS are three-digit dialing and paging between locations, which enables the company to operate its disparate offices as one cohesive company. BPS is also able to pull call reports from its Allworx system. "We're able to pull detailed

## ALLWORX UPDATES MANUFACTURER'S PHONE SYSTEM

information for each phone on the system," said Stanley. "We use that mostly to ensure that our employees' personal calls are limited so that they are available for customer calls."

The Allworx system at BPS also supports a number of third-party offerings, including Music on Hold and wireless handsets. "Our Music on Hold solution sounds much, much better on the Allworx system than it did on our old one," said Stanley. "We have a huge warehouse at our headquarters – it's about 300,000 square feet – and we have a number of cordless phones in there and the reception is really good. They work very well with the system."

Over time, the Allworx system has continually proven itself to have been the right choice for BPS. "We've been on the Allworx system for over a year and a half," said Stanley. "It's been very reliable. We haven't had any problems with the equipment or the software. We're very satisfied."



### **Solution Personalized for Boles Parts Supply:**

- **Phone Systems**
  - 24x
  - 6x (2)
- **IP Phones**
  - 9224
  - Tx 92/24 Expanders
  - 9212
- **Software Features**
  - Call Assistant
  - Internet Call Access

### **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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