

## Colorado CustomWare First in Line for VoIP

As FRII's inaugural VoIP customer, Colorado CustomWare, a local software developer, has seen how VoIP can improve business efficiencies and how the VoIP industry and product have continually improved. "FRII was our ISP and we liked that they were local. We did our research and decided that FRII was the right fit for us," says Kathi Gregarek, IT Manager at CCI. Gregarek has become proficient in the VoIP product from FRII, as she has been the main contact at CCI through the entire transition from old to new. "There were growing pains, as there are with any big change or new technology, but our employees see the benefits now and we found it very easy to turn the switch from the old phone system to VoIP. FRII's Network Operations Center has been great to work with and we have felt very backed by FRII's support. In my position, it's important to know that FRII is concerned with quality and with taking care of any issues we may have," adds Gregarek.

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### About Colorado CustomWare, Inc.

Since 1989, CCI's primary business and top commitment has been to develop the "best of breed" software products for state and local government; and since 1993 they have focused on assessment software. Their assessment products are seamlessly integrated: providing customers a one-source solution for CAMA, administrative functions, GIS, field collections, and many more activities associated with assessment. Currently CCI has a team dedicated to developing a Recording and Collections product. CCI's mission statement is: Improving the quality of work and life in state and local government through an integrated Land Records Management solution: record, assess, collect.

### A Perfect Fit: Rapid Growth Made Easy With VoIP

Colorado CustomWare is in a rapid growth mode yet a year ago they found themselves with an antiquated analog phone system that did not allow the addition of any new employees... they were 'out' of phone lines. Kathi Gregarek, IT Manager for CCI did some research on VoIP and decided to go with their local ISP. "In addition to taking away our growing pains, VoIP services from FRII have introduced us to some features that improve the way we do business: The Remote Office and Simultaneous Ring features allow remote employees to be connected with the rest of CCI by calling two digit extensions. We can all call each other as if we were in the office down the hall rather than in another state. With no long distance charges. Employees that work from home or other states can have the same office phone number on their business cards as the rest of us. We look consistent and it's easy for our customers to contact us."

*"We are in a growing mode at CCI. Now we aren't restricted by a defined phone system. Adding users consists of contacting FRII to add an account and purchasing a VOIP phone to be connected to our network. It's as easy as that."*

*-Kathi Gregarek, IT Manager*

# about FRII

## Front Range Internet, Inc

Front Range Internet has been providing quality Internet access and services to individuals and businesses since 1995. We take pride in our technical expertise and in providing excellent service to our customers.

We are proudly among the largest privately-held, locally-owned Internet service providers in Colorado. FRII doesn't offer gimmicks or cookie-cutter solutions. Instead, we have custom-tailored Internet solutions for over ten years using:

- High Speed Broadband
- T-1
- OC-3 to OC-12
- Fiber
- VoIP
- Class-A Colocation
- Dialup
- Web Design & Hosting
- Spam & Virus Filtering
- Internet Security
- Consulting Services.

And NOW: Data Storage & Backup.

We are a trusted source for all your Internet needs – constantly creating new and intelligent solutions to make your life easier. Voice, Data, Storage - we are your local expert.

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FRII's tailor-made Solution for Colorado CustomWare includes 2 bonded T1's and a VoIP system that will allow CCI to grow exponentially. "Our ability to grow with customers and their expanding needs has been the key in this relationship," says FRII President & CEO, Bill Ward. CCI has grown from a simple need for DSL and hosting to a T1 then to their current solution of 2 T1s and VoIP phone services. VoIP has allowed CCI to grow at any rate without the hassle of rewiring or bulky moves. Gregarek comments, "When we hire new staff, we just plug in a phone. If we lose staff members, we change the contact information online for that extension. If someone moves offices, we simply unplug the phone and plug it in at the new office. VoIP has simplified our growth."

**FRII** : *IP Communications for Intelligent Businesses*

