

Voice Over IP Connects Exhausto Worldwide

If you've visited the White House, climbed to the top of the Statue of Liberty, or seen a professional football game played live in a recently-built stadium, then you've felt the benefits of Exhausto products. The company designs, builds and markets customized venting solutions for everything from fireplaces and kitchen ranges to industrial dryers and boilers. Private residences, public buildings and commercial facilities all over the world rely on Exhausto products for heat ventilation that is safe, efficient and esthetically pleasing.

"There hasn't been a football stadium build in the last 10 years at least that doesn't include Exhausto products," said Michael Beisheim, Exhausto's Director of Technology. "We're in schools, hotels, hospitals, malls - our designs ensure safety from carbon monoxide spillage, without detracting from the appearance of the structure."

Exhausto has international distribution, so flexible and reliable communications are crucial. That's an area where DynaSis was able to help.

Upgrading to Voice Over IP

"Our relationship with DynaSis began when we were looking for a server-based anti-spam solution," Beisheim said. "They helped us with that problem, and we began talking about other things."

One of those things was the Exhausto phone system, which was a standard PBX-based system. It filled the company's basic telephone needs, but DynaSis engineers knew there were options better suited to serving Exhausto's widespread distribution network and the travel schedule of its principals. They introduced Beisheim to ShoreTel's voice over IP solution.

ShoreTel's voice over IP solution is not simply a retooling of traditional data switches. Instead, it is based on a unique architecture that provides a significantly higher level of reliability and flexibility along with a variety of tools for easy management.



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Once he saw the benefits of a ShoreTel voice over IP solution, Beisheim was convinced it was what Exhausto needed. "Our old system has none of the advanced voice mail features that ShoreTel offers," he said. "We had no ability to transfer calls to a cell phone. We had no integration to Outlook. We couldn't receive voice mails by email. ShoreTel gave us all of that."

Making International Calls Sound Local

DynaSis provided a complete voice over IP solution, including the necessary hardware. Installation was fast and simple, and the Exhausto staff quickly found many of ShoreTel's features indispensable.

Integration with email is a huge convenience, but for Beisheim, it's the ease of use and reliability of the system that has proven the wisdom of his decision. "I travel a lot, so it's nice to know I've always got a direct line, whether it's an inside or outside call," he said. "I can be somewhere in Europe, and make a call to the US on my laptop that sounds as clear as if I was calling next door. All I need is a USB headset. The person I'm calling will have no idea I'm not in the office - in fact, the caller ID will give the office number." Being able to transfer calls to a laptop or cell phone is another big plus when you have a number of people who are frequently on the road.

"I Can Rely on DynaSis"

Beisheim sums up DynaSis' service in one word: "Excellent. They've done a great job," he said. "If we've had a problem, it's always been taken care of promptly. I know that if anything happens with the system here, I can rely on DynaSis."

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