Patton's SmartNode Gateway Saves Time, Money, and a Priceless Employee!

Already Gone

She was history. During 7 years of faithful service she had grown to love her job, her employer, and her workmates. But now, with two boys ages 10 and 2, the cost of her 70-mile commute between Harpers Ferry, WV and Gaithersburg, MD had become too steep—up to 20 hours of lost precious family time each week. Despite the painful prospect of all those goodbyes at the office, Ursula Schottman, Patton's Credit & Collections Accountant, was taking a job closer to home.

Retention

Every employer wants to keep good people. Besides damaging workplace morale, a vacated desk is costly in terms of lost production, recruiting, training, and ramp-up time for the new worker. So, instead of parting, Patton and Ursula negotiated a much happier solution...part-time telecommuting via PBX Extension--using the SmartNode1200 Voice-over-Internet-Protocol (VoIP) Media Gateway and Patton's new Altigen PBX.

The SmartNode – Altigen Connection

SmartNode VoIP Gateways together with Altigen's Altiserve PBX provided seamless out- of-the-box integration. As Ursula said, "I'm not tech savvy at all. But once the ISP addresses were set up it worked perfectly!"

VoIP Technology

How it Works. Voice over Internet Protocol (VoIP) converts the sound of a your voice into a stream of data bits. The bits are then organized into packages (called packets) which can be sent over data networks, such as the Internet, a corporate WAN, or home-office LAN. The phones also exchange signaling data with each other across the network. The phones use H.323 signaling to connect and disconnect calls, make the phone ring, and provide features such as caller ID, call transfer, and conference calling.

Being There. What drives people crazy about the SmartNode-Altigen connection is they can't tell where you are. The voice quality is so good it sounds like you're right there in the building. They're always asking, "Where are you?"

Doing It. Once Ursula dials ##48 to log in to the Altigen switch, her dial-tone comes straight from Patton Headquarters like a hard-wired extension.
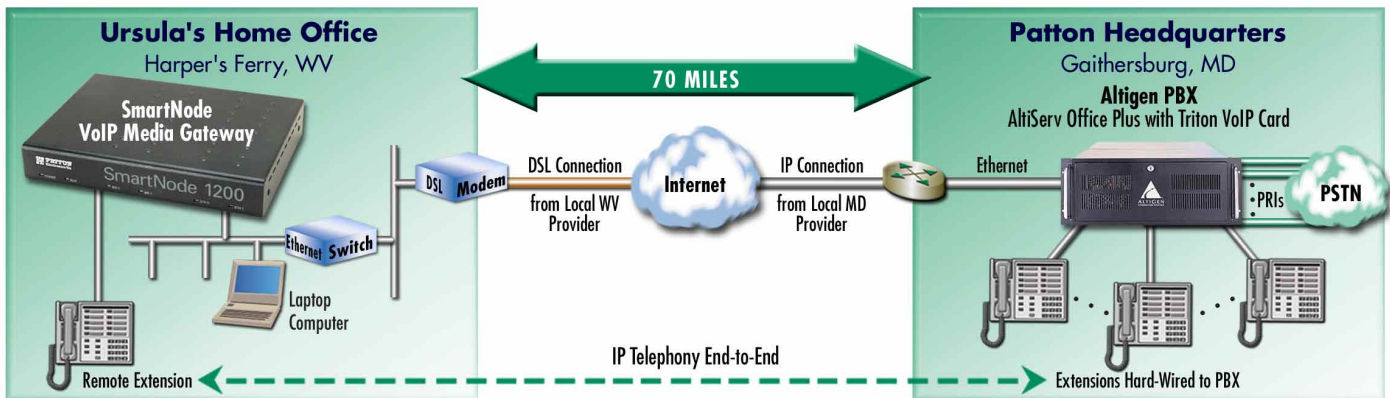
> *"Now that I work from home two days a week we're not as rushed... I'm not as stressed out either. I think Patton's VoIP solution is family-friendly! It's made our lives easier."*
>
> *Ursula Schottman*
> *Patton Electronics*
> *Credit & Collections Accountant*

Patton's Telecommuting Solution
Remote PBX Extension with Voice over IP

Ursula's Home Office
Harper's Ferry, WV

SmartNode VoIP Media Gateway

SmartNode 1200

Ethernet Switch

Laptop Computer

Remote Extension

70 MILES

DSL Connection from Local WV Provider

DSL Modem

Internet

IP Connection from Local MD Provider

Ethernet

IP Telephony End-to-End

Patton Headquarters
Gaithersburg, MD

Altigen PBX
AltiServ Office Plus with Triton VoIP Card

PRIs

PSTN

Extensions Hard-Wired to PBX

Key Benefits of Telecommuting with VoIP Remote PBX Extension

✔ **Avoid Costly Turnover**
Keeping Good People Saves Money

✔ **Increase Productivity**
Get More Done with Less Driving & Fewer Interruptions

✔ **Reduce Tedious Administrative Overhead**
Consolidated Phone Bill Eliminates Expense Reports

✔ **High-Quality Voice**
Sounds Like You're Right There!

✔ **Human Resources Retention**
Workers View Flexible Work Arrangements as a Benefit

✔ **Happier People Make Better Employees**
Telecommuting Helps Balance Work and Family Life

Her phone works exactly as it does in the office, with all the Altigen PBX features such as call transfer, conferencing, voice-mail and return call—all integrated with Alti-Client phone software running on her PC. And when she dials #44 for overhead paging, her voice can be heard on the speakers throughout the Gaithersburg building.

Family Friendly

"Now days we're not as rushed at night," Ursula says. "I have time to help my kids with their homework. I'm not as stressed out either. I think Patton's VoIP solution is family-friendly! It's made our lives easier." Ursula also mentions, "I had to buy a new car every four years." Having cut her weekly drive by 40%, Ursula's car should last a year and a half longer— not to mention the savings in fuel.

Everyone Wins

Everyone gets more of Ursula these days. Working from home 2 days a week increases her family time by as much as 8 hours a week while making her more available to her employer, especially for customers in foreign time zones. "Now that I work from home 2 days a week I get a lot more done," Ursula says. "Because I'm more available I spend more time with our customers." Plus, customers in Europe and the Middle East can now reach her during their own business hours. "Now I work with customers on a more real-time basis."

Mr. Patton,

I'm very excited about the new technology I now have at my fingertips. It sounds great! It's really going to improve credit and collections.

Ursula

SmartNode Telephony-over-IP Products:

SmartNode 1200
BRI VoIP Media Gateway
Dual voice/fax/data connections over any IP network

SmartNode 1400
Multi-port BRI VoIP Media Gateway
Four voice/fax/data connections with QoS

SmartNode 2300
Modular VoIP Access Router
Multi-service access: 1 serial, 2 Ethernet ports plus 3 expansion plots

SmartNode 2400
Modular VoIP Access Gateway
Multimedia gateway ideal for high-performance voice-data networking applications

The Numbers

Cost of Human Resources Turnover:

Recruitment: (15% Recruiter's fee on $40k Salary)	$6.000.00
2 Weeks New Employee Training: ($40k Trainer's + $40k Trainee's Salary)	$3,168.31
New Employee Ramp-Up: (13 Weeks from Start Date to Full Production)	$11,089.65
Total	**$20,257.96**

Cost of VoIP Telecommuting Solution:

One-Time Expenses

Ethernet Switch	$42.38
DSL Local Loop Installation	$259.17
SmartNode 1200	$895.00
BRI VoIP Media Gateway	
Total	**$1196.55**

Recurring Monthly Expenses

DSL Internet Access	$16.00
DSL Business Service	$59.00
Permanent IP Addresses	$20.00
Total	**$95.00**

Savings:

One-Year Turnover Cost:	**$20,257.96**
First-Year VoIP Cost:	**$2,336.55**
NET SAVINGS:	**$17,921.41**

About Patton

Patton Electronics Company is a US manufacturer and marketer of data communications products, including Remote Access Products (V.92, V.90, K56Flex, V.34+, and ISDN dial-in), Last Mile/Local Loop Access Products (T1, E1, and xDSL modems, DACS, NTUs and CSU/DSUs), Multi-Service Access Products (Voice, Intranet, Extranet, and Frame Relay access), and Connectivity Products (interface converters, short range modems, multiplexers, and data line surge protectors). Patton Electronics is an ISO 9001 certified and BABT approved manufacturer. Patton products are CE marked.

PATTON Electronics Co.

Extending, Converting & Converging

For more information or to request a free datacom catalog, please contact:

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