



The Daniel Island Company

Variety creates value—whether in mixed-use communities or the features of a hybrid Voice PBX

Based in Charleston, South Carolina, the Daniel Island Company is an award-winning developer of master planned “lifestyle communities.” Formed in 1997, the company is responsible for the thriving mixed-use community on Daniel Island. Its second community, Carnes Crossroads, is currently under development in Goose Creek.

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— **BILL MCKENZIE**, VICE PRESIDENT, DEVELOPMENT
THE DANIEL ISLAND COMPANY

Creating these communities requires a team effort between many people—and many phone conversations. When the Daniel Island Company needed to replace their older Mitel PBX phone system, they shopped around and discussed the upgrade with Home Telecom. The choice was a hybrid Voice PBX from ESI.

Bill McKenzie, Vice President, Development, notes, “We were impressed with the variety of features offered by this VoIP system. It’s also a cost-effective solution for us. For example, we can ‘share’ one voice PRI by using the VoIP technology. Instead of having one PRI at each location, we have one PRI at the Real Estate office and connect to it from the Company office via the Internet.”

The many features of this Voice PBX include:

- **Remote IP Capability** – Phones can be plugged into any Internet connection. So when employees travel, it appears to the outside world as if they’re working from the office.
- **Redundancy** – ESI utilizes M3 technology to constantly backup all data including recordings, system programming, speed dial numbers, and voice mail messages.
- **Mobile Messaging** – This provides the ability to have a voice mail message recorded on a desk extension to be forwarded as a .wav file to an email inbox.

Installation took place in June 2012. Says McKenzie, “It went very smoothly and the system is working well. There is definitely a learning curve in terms of using all of the features, but the basic ones have been very easy to master. And since Home Telecom is local, help is easily accessible whenever we need it.”

For cost-efficient communications solutions for your business, call a Home Telecom Business Sales Representative today at 888-571-5775.



Bill McKenzie talks business at the Daniel Island Company.



WHO’S MINDING YOUR BUSINESS?

DANIELA MANGINI Residential Sales Representative

Daniela Mangini brought several years of telecommunications sales and management with her when she started at Home Telecom in September 2010 as a Customer Service Representative in the Daniel Island office. A year later, she became Residential Sales Representative.

Mangini describes her position this way, “My first priority is to cultivate relationships with our builders and our customers. Although I may work in the business office

between 8am and 5pm, I never leave my work there. My customers and agents can call me any time, and I often work Saturdays so I’m in the field as much as possible. I meet with agents within the new sub-divisions being built in Moncks Corner, Goose Creek, Summerville, Huger, and along Clements Ferry Road on Daniel Island.”

She adds, “The most rewarding aspect of my job is being able to show the customer how valuable Home Telecom is due to the level of our technology and our people. I also enjoy the opportunity to go out into these communities, see the growth and development, and meet with customers face-to-face.”