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Hilb Rogal & Hobbs Chooses IPC Technologies and ShoreTel

IPC helps HRH implement ShoreTel's leading-edge IP telephony solution as its communications standard

RICHMOND, Va., Feb. 19 /PRNewswire/ -- IPC Technologies, Inc. announced today that global insurer Hilb Rogal & Hobbs (NYSE:HRH) has selected IPC to assist with the selection and deployment of an IP telephony solution across its 140 locations. HRH selected IPC because of the firm's extensive knowledge and experience with IP telephony, and ability to provide end-to-end design, implementation and support services.

HRH had decided to standardize on a single voice platform across all of its offices but wasn't sure which particular technology would best serve its needs. IPC helped HRH evaluate numerous products and ultimately select the ShoreTel IP telephony solution. The ShoreTel platform had the features HRH wanted, and enabled the firm to replace branch office systems as needed, without reinventing the wheel.

"IPC is the reason we went with ShoreTel," said Rajiv Perera, CTO of Hilb Rogal & Hobbs. "We weren't familiar with ShoreTel but IPC explained the features and benefits and made the decision easy."

The ShoreTel system is a completely integrated IP telephony system that scales seamlessly from one to 10,000 users including PBX, voice mail and automated attendant functions. The ShoreTel system is built from the ground up and designed to be the easiest to use and easiest to manage full-featured IP PBX system on the market today.

"One of the things we liked best about ShoreTel was its simplicity - there aren't a lot of components to manage," Perera said. "It's also relatively quick to implement."

That was important because HRH had recently made an acquisition and needed to get a phone system in place quickly. IPC helped configure five offices in New York City, New Jersey, and Pennsylvania with about 300 people, and met all deadlines.

"One office had a hard date - they would have had no phones if the implementation weren't done on schedule," said Perera. "IPC helped with the design - determining what they needed - and handled the implementation on schedule. We're very happy with their work."

HRH plans to roll out ShoreTel nationwide, with 20 more offices going live in the next few months. The firm also plans to utilize IPC's managed services offerings, TechFirst(R), for ongoing support.

"It makes more sense to use IPC's managed services than to maintain an army of people in-house to manage the phones," Perera said. "IPC is providing ongoing monitoring and support as well as implementation services. One person in-house works with IPC."

Design, implementation, training and support - that's the value that IPC brought to the table. Thanks to IPC's technical knowledge and customer focus, HRH has been able to implement VoIP technology in a well-managed, risk-free way.

"They have good folks who know this technology - versus internal people who would attempt to do an install with just minimal training," said Perera.

"IPC has made the transition to the ShoreTel platform very smooth."

About Hilb Rogal & Hobbs Company

Hilb Rogal & Hobbs (NYSE:HRH) is the eighth largest insurance intermediary in the United States, with 140 offices, and over 4,500 employees throughout the US and the world. HRH helps clients manage their risks in property and casualty, employee benefits, professional liability and other areas of specialized exposure. In addition, HRH offers a full range of personal and corporate financial products and services. HRH is focused on understanding our clients' businesses, employees and risks, as well as the insurance and financial markets, so that we can develop insurance, risk management and employee benefits solutions that best fit their needs, visit <http://www.hrh.com>

About IPC Technologies, Inc.

Founded in 1981, IPC Technologies, Inc. is a leading global provider of enterprise IP Unified Communications, IP Video Conferencing, IP Commercial Security, Virtualization Technologies and Managed Services Solutions (TechFirst). Based in Richmond, Virginia with locations in Bethesda MD, Waldorf MD, McLean VA, Norfolk VA, Roanoke VA, Charlotte NC, Raleigh/Durham NC, Greensborough NC, Winston/Salem NC, and Orlando FL. For more information on IPC Technologies, visit <http://www.ipctech.com> or call 804.622.7233.