



CASE STUDY
Cobalt Benefits Group, LLC
Exeter, NH



Cobalt Benefits Group Able to Go All Remote with All-in-One Solution from Partners Technology

Timing is everything, especially when it came time for Cobalt Benefits Group to replace its aging PBX phone system in December 2019 – just three short months before the world found itself in the grips of the COVID-19 pandemic.

“Our legacy Siemens phone system did not support remote access,” said Chris Cassino, Cobalt’s Vice President of IT and Chief Information Security Officer. “Having just installed a new Mitel system, once the pandemic hit, we were able to continue business as usual with little to no impact to the customer by enabling all 185 of our employees to work from home.”

How did they do it?

Cassino turned to long-time communications partner, Partners Technology, a Mitel Gold Exclusive Business Partner specializing in advanced networking, communications, and technology solutions. At the recommendation of the Partners team, Cobalt, a full-service, third-party administrator of employer-funded health and benefit plans, switched to a new Mitel MiCloud Connect cloud-based system for its remote capabilities and connectivity.

All-in-One Solution & Savings

“I have been a Partners Technology customer since 2005, working with them to upgrade multiple IP/PBX and VoIP phone systems over the years, so the decision to go with them on a new system was easy. The service, support and knowledge of the Partners team is unbeatable.”

“Partners was able to provide an ‘all in one’ solution to meet our needs,” continued Cassino. “Other hosted VoIP phones systems would have us using multiple technologies supported by multiple vendors for each feature we required.”

With business continuity and disaster recovery being the largest lifts demanded of Cobalt’s new communications system, Jim Rabbitt, Partners Technology Managing Partner, stated “the new Mitel system was the perfect solution.”

In addition to the Mitel system’s remote cloud capabilities, Cobalt was able to check several other features off its must-have list, including Automatic Call Distribution [ACD], call recording and accounting, call center functionality, call reporting, auto call back and mobility. Through the cloud, every employee now has access to all of the system’s features to better respond to and support their customers – and each other – whether they’re working from home or at the office.

Improved uptime over Cobalt’s legacy multi-site PBX was another win the company realized after taking its communications to the cloud. And in less than two years, it’s also realized a significant return on its investment.

“We were able to reduce the number of telco circuits coming into our facilities, allowing us to save nearly \$5,000 per month after removing POTS and several PRI circuits. Thanks to Partners Technology we couldn’t be more satisfied with the Mitel solution.”



Powering connections



ABOUT COBALT BENEFITS GROUP

EBPA was originally founded in Hampton, New Hampshire in June 1963, where it began marketing and administering medical plans. With rapid and continued growth, EBPA began expanding its product lines to a suite of reimbursement accounts and business solutions including COBRA, Retiree Billing, Flexible Spending Accounts, HRAs, Parking/Transit, and Tuition and by 1988 EBPA was a full-service TPA for ancillary and reimbursement accounts.

As a one stop shop TPA, EBPA is more than an administrator, but a one roof benefit solution for all your healthcare and benefit needs.

ABOUT PARTNERS TECHNOLOGY

At Partners Technology we provide organizations of all sizes with advanced networking, communications, and technology solutions. We offer a full range of products and services, including a comprehensive suite of voice products, data networking solutions, managed services, and cloud services.

With an unwavering focus on customer service, Partners Technology enjoys some of the highest customer loyalty and satisfaction ratings in the telecommunications industry.

As an Exclusive Mitel Gold Business Partner, we service all of New England and are able to service our customers globally utilizing a network of over 1,600 value-added Mitel resellers and partners.



Bringing People and Technology Together

781.930.5000 | 471 Page Street, Unit 6 | Stoughton, MA 02072 | www.partnerstechnology.com