



PennyMac Financial Services, Inc. (NYSE: PFSI) is a specialty financial services firm with a comprehensive mortgage platform and integrated business focused on the production and servicing of U.S. residential mortgage loans and the management of investments related to the U.S. residential mortgage market.



## The Challenge

Rapidly growing mortgage broker with over 3000 employees implemented a pure open source VoIP phone system. With the high growth of the company, support for the open source system became more critical and they needed to retain technology know-how while minimizing impact on users associated with transition to a commercially supported voice system.

## The Solution

Migrate the organization from the sipXcom open source solution to eZuce's commercially supported version of the software along with a Service Level Agreement (SLA) to provide proactive support. Access to a professionally driven product roadmap in support of feature enhancements and new functionality.

## The Benefits

- 24/7/365 response times to product issues
- Visibility & input to future product direction
- Expert advice / problem resolution
- Additional features and capabilities
- Trusted UC & collaboration partnership



We selected eZuce because they have the technical staff and expertise to provide the level of support required at PennyMac. Additionally, the Uniteme commercial version of the software has increased capabilities specific to high availability and reliability.”



**Gennadiy Karasev, VP Systems Architecture**