

Redstone Systems and Bridge Communications



About Bridge Communications:

With over 35 years in the telecommunication industry, Bridge Communications LLC is uniquely suited to understand the challenges small to mid-sized businesses are facing today.

The logo for Bridge Communications. The word "BRIDGE" is in a large, bold, black, sans-serif font, arched over a thick green swoosh. Below the swoosh, the word "COMMUNICATIONS" is written in a smaller, black, sans-serif font. The background of the logo is an orange trapezoid.

BRIDGE
COMMUNICATIONS



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About Redstone Systems:

Redstone Systems, Inc., was founded in Delaware, in December 2002, has been the ODM vendor for many well-known communications companies, serving the Southeast Asian market. In 2020, Redstone Systems returned to the North American market with its self-developed brand. Redstone has a complete product line of intelligent voice gateways, providing IP-PBXs, analog VoIP gateways (FXS/FXO), digital VoIP gateways (E1/T1), border appliances, and session boundary controllers (SBCs).



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The Challenge:

Bridge Communications as well as their wholesale customers previously used Cisco and Grandstream analog terminal adapters for fax over IP as well as a few others. They faced the challenge of faxes erroring out when attempting to fax more than a few pages. They researched and found Redstone Systems equipment, tested extensively, and they were happy to find that they worked perfectly for faxing 30 to 40 pages at a time.

Bridge Communications has used Redstone Systems products for over 10 years and almost never have to worry about having faxing issues again. They have sold and deployed hundreds of the 2, 4, and 8 port units for faxing and the 32, 48, and 96 port units for other high extension count installations.



The Solution:

We have been in the telecom industry long before the advent of VoIP. Previous premise-based equipment was very reliable, and our customers depended on us to keep them in business.

We chose to move away from the other manufacturer's products due to inconsistency of operation and the reliability that we were accustomed to. After switching to Redstone Systems equipment we now have less than a .005% failure rate and that was due to external forces.



Bridge Communications was looking for a rock-solid solution that could be deployed quickly and easily and then forgotten. Returning to the site to “mess around” with a device to try to get it to work is not an option. If the customer network is set up properly, the devices will work, every time. We can accomplish this by using Redstone Systems products.

Implementation:

Based on Bridge Communications' knowledge of products, their sales, and their reputation with customers, Redstone Systems equipment was just another line item on our proposal. There was never a question of why we chose the product we installed because our clients trusted us to find the best solution for them.



What have you been most impressed with?

Bridge Communications has been most impressed with the reliability and ease of installation of the Redstone Systems products.

Is there anything else we should know?

VoIP Supply and Redstone Systems are a winning combination.

Sincerely,
Mike Hancock, Managing Partner Bridge Communications, LLC

See Redstone Systems products here:

<https://www.voipsupply.com/manufacturer/redstone-systems>



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