



Overview

COM DEV Europe Ltd chose Highlander to resolve issues from a 12 year old telecoms system. The system was limited in features and there was no upgrade path.

The replacement solution had to be feature rich, robust, and with the capability to grow and develop as business needs or technological advances demanded.

The Avaya IPO 500 was chosen for its functionality and capabilities and for the "Evergreen" policy Avaya have, where there will always be an upgrade path regardless of age without the need to replace everything.

Solution Proposed

The IP Office 500 was designed to address the issues and needs highlighted by COM DEV during the project scoping process.

To achieve the home working Avaya VPN phones were supplied preconfigured to connect to the system when users connected to their home router. This also allowed the user to login that extension as if in the office which gave the users flexibility and COM DEV a DR solution should access be restricted to head office.

For the mobile workers operating UK and worldwide, phones on laptops with USB headsets were introduced allowing users to work anywhere with internet access.

A server based voicemail system was implemented which allowed for complex call structures and auto attendant flows to be introduced based on time profiles and user permissions. This server also acts for the web based CTI application which means as long as a user has access to an internet browser they can control their handset regardless of their OS.

To reduce call costs to company mobiles a GSM gateway was used to route calls to company mobiles using bundled minutes with no additional cost to COM DEV.

The site is large and users tend to move around the building meaning the connection of calls could be cumbersome. The use of a mobility feature such as mobile twinning meant that the users' company handset would ring at the same time as their fixed extension.

In addition the users wanted to have the ability to work anywhere in the building as and when business needs dictated. The simple introduction of hot desk features allows the users to log into any handset with all calls directed to them seamlessly. The IT infrastructure on site is a Cisco LAN and there was a desire to have a full IP solution. The system needed to integrate into the LAN without detriment to voice or data traffic. The voice network was set up on a different VLAN with the uplink ports from these switches going into the layer three core switch and tagged to allow communication between the two. This allowed the voice and data to be segregated, but with the ability to communicate at a fixed level with quality of service enabled.

COM DEV were spending a large amount on BT's conferencing facilities and as part of the project a secure conference facility to remove this cost was required. This was provided via the voicemail system where individual DDI's were directed to virtual conference rooms with a PIN code for access.

Summary

The new solution addressed the issues COM DEV were experiencing with the old system and via consultation new technologies to address their business needs were implemented.

Due to the pre-installation procedures, documentation, planning and configuration testing, the new system was implemented in full over a weekend. This ensured users experienced zero down time and returned to work on the Monday with a new system fully working as promised.

Requirements

- Remote / home working
- Voicemail solution with auto attendant, voicemail to email, dial by name
- CTI features for users on a range of operating systems (O/S)
- Reduce mobile call costs
- Presence of users for reception
- Mobility features
- Hot desking
- Integration into the Cisco network
- Secure conferencing facility

Customer Comment

"I am extremely impressed with the system. The methodology used in deploying this key solution to my business and the on-going support I receive from Highlander means I would gladly recommend Highlander to any I.T. dependent organisation"

Marcus Freudemann, Head of I.T.

