



Building a Unified Communication System

Headquartered in Oporto, Portugal, Alert Life Science Computing S.A. is the parent company of an international corporation that prides itself on providing the clearest, most reliable telecommunications system to their customers. The Alert Group of Companies stretches across the world, with significant subsidiary operations in Spain and the United States, providing advanced software solutions for those involved in healthcare. As an international organization, it was critical that Alert Life Science Computing be able to put high demands on their communication system. Efficiency was key for the constant calls to be made around the globe.

The Need for Efficiency

In late 2007, it was decided that the organization needed to replace the telecommunication system that it had in its nine floor headquarters. In order to make the most of the new technology available, the Board of Directors chose to install a VoIP system. With the help of Voxsys Communications, one of Portugal's leading telecommunications equipment providers, they choose Epygi. "It was very important for Alert to have a telecommunications system that would enable the organization to work as efficiently as possible,"

said Nuno Laranjo, Managing Director of Voxsys, "the company has grown rapidly over the last eight years, and the communication links between the different sections of the organization are vital for the effective and successful running of the business."

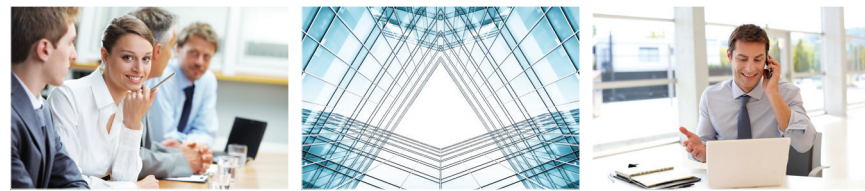
Offering Cost and Efficiency Value

As an operation of considerable size, communications was a significant cost, so the new system needed to be a cost-efficient solution as well as capable of enhancing the business' activities. These were both important factors in deciding to move up to a VoIP telephony system.

Despite proposals from Siemens and Cisco, the office facilities team at Alert's headquarters felt that neither quite fulfilled the needs of Alert, and the decision was made to use a solution based on Quadro IP PBXs and Gateways from Epygi Technologies.

Alert's Requirements

"In our main building, we have a 30-channel PRI link to the standard telephone network (PSTN) and up to 200 users,"



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says Aldo, Alert’s Communications Specialist. “We have one receptionist, five departmental secretaries and about 12 fax machines. Some people asked for mobile DECT phones, and we were also interested in a combined WiFi/GSM for some users. Alert wanted a system that would give a professional image of the company to the world and that would help them be more productive. It had to be flexible so that it will be easy to add new staff as the business grows without having problems with the capacity or having to spend significant amounts of money on purchasing further hardware.”

Choosing the Epygi Solution

Alert settled on installing a Quadro E1/T1 Gateway in order to connect to the PSTN network, seven Quadro16xi IP PBXs to have one on each floor and eight Quadro ISDN Gateways each with 2 GSM channels to the ISDN trunks connected to the Quadro 16xis to LCR outbound GSM calls. Due to Epygi’s IP PBXs open standards operability, an Aastra 57i plus additional key extension pad, five Grandstream GXP2010 IP phones, five Cisco 7960 series phones, 43 Siemens DECT phones, 40 Grandstreams GXP1200 IP phones, five Grandstream GXP2020 IP phones and 20 Polycom SP 330 IP phones could all be connected and work seamlessly. The whole system was installed and configured in a period of four days by two technicians working with Alert’s facilities staff. Alert found the Quadro’s compatibility with all major IP and analog phones to be a valuable benefit. This made the installation relatively straightforward as the system and phones could auto-configure themselves.

Capitalizing on Efficiency

All inbound calls from PSTN (more than 500 per day) are directed to the Alert receptionist, except for calls for departments that have direct numbers. These calls are automatically transferred to the corresponding secretary. Each of the Quados were programmed for the most efficient and affordable call routing, so they automatically handled all the outgoing calls according to rules established by Alert. This means that all outbound national calls (around 500 per day) are forwarded to the Quadro E1/T1 Gateway which puts them directly into the PSTN. International outbound calls (over 100 per day) go out over IP through the Quadro16xis to an international Internet Telephony Service Provider (ITSP).

Calls to national mobile networks (at least 200 per day) are directed via the Gateways dedicated to mobile GSM. An important benefit of having a dedicated GSM gateway linked to each Quadro16xi is that the system can automatically balance call loads by spreading the outbound mobile calls between the various gateways. In addition, staff who are out

of the office and on the road can use the GSM gateways to make local and international calls from their cell phones, giving huge call savings. Internal, extension-to-extension calls are forwarded according to Alert’s standardized, three digit extension numbering plan. Every floor has an extension number plan and all the Quadro16xi IP PBXs can route calls between internal extensions to the other Quadro16xis with all services available.

Major Benefits for Alert

The Board of Directors were given the Cisco 7960 series phones which are WiFi capable. They have their extension configured to their cell phones, thus they can use them when on and off-site via a UMTS service. This allows their extension to always be available which is essential for the current business climate.

All the Quadro16xi IP PBXs work together, behaving as one telephone system. This gives several advantages. Call loads can be shared ensuring the highest quality of service. In addition, this combined structure creates a very reliable failover system by using DNS names on the proxy registration parameter on the phones.

“Even though this new system has only been in use for a few months so far, we are already seeing a big improvement in the company’s work flow and call costs,” says Aldo. “The Directors have found their new WiFi-capable cell phones to be a valuable new business tool, and the ability for their staff to make remote mobile phone calls via the office system has been welcomed. In addition, the software on the Quados enables Alert to track all calls, allowing them to analyze in detail the costs and compare them with what they would have spent using the old system. At this rate, I expect that they will pay for the investment to upgrade their communications system in less than three years because of the savings on international and mobile call costs Epygi provides.”

About Epygi Technologies

Epygi Technologies, Ltd., a worldwide provider of award-winning IP PBXs and gateways supporting small businesses to enterprise’s telephony needs, is a private U.S. company founded in 2000 and headquartered in Plano, Texas. Reliable, secure, easy to install and use, Epygi’s products offer users outstanding benefits and an unparalleled range of features at very economic prices. Customers are able to improve their productivity, lower operating expenses, enhance their image, while affording the latest in telecommunications equipment. Visit us on our website, follow us on Twitter, like our page on Facebook and join our LinkedIn group.