



## Voip Eases Collaboration for the Internet Society

The Internet Society (ISOC) is a nonprofit organization founded in 1992 to provide leadership in Internet related standards, education and policy. With offices in Washington, D.C., USA and Geneva, Switzerland, it is dedicated to ensuring the open development, evolution and use of the Internet for the benefit of people throughout the world.

When ISOC's ISDN PBX located in their Geneva office reached its maximum capacity, with only limited enhancements and extensions possible, the ISOC IT team decided to adopt a communications system that would help improve productivity and grow with the organization as they added more employees. Specifically, the company was looking to interconnect their Geneva headquarters with their Washington, D.C. office, which they had been unable to do previously with their TipTel and Panasonic systems.

Additionally, ISOC required the Washington, D.C., office's system to support DIDs which was not previously available.

In an effort to manage additional remote workers, ISOC decided it was time to look beyond their outdated system and plot a clear migration towards Epygi's Quadro line of IP PBXs.

### Assessing the Options

ISOC put the new phone system procurement out for tender and evaluated systems from a number of vendors. However, it soon became apparent that Epygi's Quadro16xi and Quadro4x were the systems which could meet ISOC's requirements for functionality, management and ease of use. "We looked at a number of vendors, but most presented solutions that were too complex for our requirements. We were impressed by the combination of Epygi's rich feature set along with the ease of configuration and installation and great value for our money," said Peter Godwin, IT Director for the Internet Society.

One of Epygi's core values is conforming to Internet standards created by organizations such as the Internet



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Engineering Task Force (IETF). By supporting such standards, Epygi is able to work with other manufacturers who also conform to them. “As the organizational home for the groups responsible for Internet infrastructure standards, including the Internet Engineering Task Force (IETF) and the Internet Architecture Board (IAB), the Internet Society must also be seen to be applying best practices in using the technologies and standards that we promote. Epygi’s conformance to standards such as SIP was important to us here,” added Peter Godwin.

## Epygi Wins Out

In 2006, the Quadro16xi was first deployed in the Geneva office with no disruptions to the ISOC operation. “The Epygi Quadro was up and running in a couple of hours,” explained Godwin. “I very quickly familiarized myself with the Epygi configuration and was soon at ease managing our system. As a growing organization, we needed a system that allowed for easy configuration of new users.”

The Quadro16xi allowed ISOC a step by step migration to Voice over IP (VoIP), as they were able to continue to use their analog handsets immediately following implementation. Very quickly, they moved over to their IP phones, snom 320 and snom 360. Presently, the analog lines on the Quadro16xi are used for fax machines and their remote door access system. Following a seamless installation in their headquarters, ISOC installed a Quadro4x in their Washington, D.C., office.

## Making a Clear Decision

VoIP and Epygi were clear choices for ISOC, as the technology provided them with greater flexibility than they had before. Currently, all staff members are now reachable via a four digit internal number or their own DID number.

As well as their two main offices, ISOC has staff working from several remote offices globally, thus they needed a common telephony service that could be provided to any employee regardless of their present location. “We required a solution for the staff that travels frequently, allowing them to make and receive calls using their office phone number,” explained Godwin. In addition to the numerous features offered by the Quadros, ISOC has integrated the Counterpath eyeBeam and Bria VoIP softphones.

ISOC’s staff appreciates the ability to remain connected to their office phone system when travelling anywhere in the world. Most importantly, Peter Godwin raves about Epygi’s continuous technical support over the years. “Epygi’s technical support has been first class. Technical information and configuration examples provided on the Epygi support site have been very helpful,” concluded Godwin.

## About The Internet Society

The Internet Society provides leadership in addressing issues that confront the future of the Internet and is the organizational home for the groups responsible for Internet infrastructure standards, including the Internet Engineering Task Force (IETF) and the Internet Architecture Board (IAB). The Internet Society acts not only as a global clearinghouse for Internet information and education but also as a facilitator and coordinator of Internet-related initiatives around the world. For over 15 years, ISOC has run international network training programs for developing countries and these have played a vital role in setting up the Internet connections and networks in virtually every country connecting to the Internet during this time.

The Internet Society has more than 80 organizational and more than 28,000 individual members in over 80 chapters around the world. ISOC has also created regional bureaus to better serve the regional Internet community. The Latin American and Caribbean bureau is located in Buenos Aires, Argentina, the African bureau in Addis Ababa, Ethiopia and the South and Southeast Asian bureau in Suva, Fiji.

Through its sponsored events, developing-country training workshops, tutorials, public policy, and regional and local chapters, the Internet Society serves the needs of the growing global Internet community. From commerce to education to social issues, our goal is to enhance the availability and utility of the Internet on the widest possible scale.

The Society’s individual and organization members are bound by a common stake in maintaining the viability and global scaling of the Internet. They comprise the companies, government agencies, and foundations that have created the Internet and its technologies as well as innovative new entrepreneurial organizations contributing to maintain that dynamic. For more information on The Internet Society, please visit their website at <http://www.isoc.org/>.

## 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.