



IT Solutions Company Deploys UC to Improve Efficiency

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Overview

Solutions Enterprise Pvt. Ltd. provides managed services to the critical IT / Network infrastructure. With an understanding that the requirements of individual customers are different, they provide tailor made solutions to gain customer satisfaction and confidence. Company's unprecedented knowledge in Networking, Security, Unified communication, IT systems and network / System design & implementation is apparent by their enviable list of customers from vivid verticals such as pharmaceuticals, banking and finance, ITeS, automobiles and hospitality in India and abroad (UK, Europe, USA, Australia).

Business / Technical Challenges

In order to manage critical IT infrastructure of their clients it was very important that Solutions Enterprise had reliable and secure communication links between their regional offices and their customer sites. The key requirements from their communication network were Internet connectivity, telecommunication and mobile connectivity.

Initially, Solution Enterprises used SIP based IP phones and Analog phones that were connected using a combination of Cisco ATA / Linksys PAP2 / Vega Analog gateway and soft PBX (Astrix) The offices in Mumbai, Ahmedabad, and partner companies in England were connected over Internet/VPN. However, the voice quality between these offices was unsatisfactory, therefore they considered using MPLS (MultiProtocol Label Switching) or International Private Leased Circuit, but the cost of deploying international MPLS circuit

was significantly higher. The other challenges included high cost of system maintenance as the solution required technical resources with good working knowledge of Astrix, voice and Linux. In addition, as their needs for add-on features grew, calls were missed and could not be traced. Another factor was that engineers missed urgent messages because they were on support calls.

At the managerial level, the Director also missed calls because he could not always be seated at his desk, using an analog cordless phone did not solve the problem either as both the voice quality and battery life were unsatisfactory.

Integrating the new system with an existing non-Cisco IP enabled PBX system at an associate office was a technical challenge as this required configuring and reassigning extension numbers. Moreover, a control for dialing external numbers had to be implemented.

The main objectives of the project were to provide:

- Superior voice quality
- Encryption
- Caller ID
- Voice Mail
- Conference
- Call forwarding / transfer / pickup
- Directory
- Call hunting
- Soft clients

Choosing Cisco

The Unified Communications 500 Series supports numerous rich-media client applications that not only improved our user productivity but also simplified business processes. In addition Cisco offered us a complete solution of network infrastructure, communications devices and software that provided us with a seamless collaborative workspace experience.

“Unified Communications 500 Series for Small Business as a solution eliminates multiple servers and combines voice, data, voicemail, automated attendant, video, security, and wireless capabilities. It also integrates with existing desktop applications such as calendar, e-mail, and customer relationship management (CRM) programs. It is an easy-to-manage solution that supports up to 50 users in flexible deployment models based on the clients needs” – Pratik Patel, Director, Solutions Enterprise Pvt. Ltd.

Network Solution

- Ahmedabad – India
UC520 48 users with 34 phones (combination of 7911, 7921, 7931, 7941 and 7961 phones)
- Mumbai – India
UC520 8 users with 4 phones (combination of 7911 and 7941)

- London – UK
2821CCME/K9 router with 25 users CCME lic. with 16 phones (combination of 7941 and 7961 phones)

The UC500 system provides companies with a new way to communicate, enabling secure access to information anytime and anywhere, while helping people to work together more efficiently and effectively. It becomes crucial to get the right mix of communications, productivity, and business operations applications in a solution designed to work together and that is easy to deploy, operate, and manage. Moreover the system is complemented by award-winning support and easy financing, all delivered through trusted local partners.

Business Results

Solution Enterprise now operates with more flexibility and ease due to efficient pickup and incoming call features. As a corollary clients and co-workers can leave important messages while engineers are on support calls. Conferencing is being used effectively for group discussions / support calls giving users better control over outgoing calls. Overall inter office communications have improved resulting in improved efficiency and productivity.

Solution Enterprise has worked with Cisco for over 3 years and has successfully used products that have supported them for mission critical applications. These products were found to be rugged and the technology sound and hence a Cisco solution was considered. To begin with, the company decided to install a small box with an eight user capacity and after testing out the product with satisfying results the full Cisco solution was implemented.