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All-IP Ready:
Future-proof and innovative
communication solution



Change Driver

The ISDN age is coming to an end - not only in private households, but also in companies. The switch to an all-IP world often signifies the end of the road for a PBX that has been in use for many years.

At a company in the banking and insurance sector, this was one of the reasons for a renewal of the telecommunications infrastructure - the support of which was discontinued by the manufacturer at the end of 2015.

The refresh included the introduction of VoIP, the preparation for the use of SIP trunks on the carrier side, and the integration of existing systems based on the current infrastructure, including contact centres and fax machines.

The renewal also offered the opportunity to roll out unified communications (UC) services such as chat, video, web conferencing and desktop sharing functions.



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Damovo Approach

The Damovo solution included a Cisco Communications Manager cluster at the core and session border controller (Cisco Router 3945) for SIP calls.

There was also a video infrastructure and room system, a collaboration edge architecture for connecting 1,000 smartphones, integration in WebEx cloud services, Cisco Jabber with connection to IBM Notes for office and field staff and 4,000 new Cisco IP telephones.

As part of a proof of concept, Damovo was able to demonstrate the integration with existing systems, such as the Nice voice recording solution and the Sikom Contact Centre.

Responsibility for the service remains with Damovo even after project completion.



Customer Value

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How the employee benefits

Employees did have to get used to new telephones and new software in the initial phase, however this went smoothly. As a result employee productivity and satisfaction have increased significantly.

The standardization of the device infrastructure and the integration of smartphones has made it possible to deploy employees more flexibly - both in the head office and at teleworking stations.

How the company benefits

A modern communications infrastructure is the central building block for a sustainable business in the digital age.

With the new solution, the quality of consulting can be continuously improved and the customer benefit noticeably increased through more efficient processes.

There are already plans to extend the use of the solution, which is currently only used internally by employees, to partners or even customers (for example for video communication.)