

Airbridge International Agencies Ltd (AIA) Case Study

Customer	Airbridge International Agencies Ltd Mark Andrew, General Manager Europe Tel: +44 203 432 7810 www.aiacargo.com	Testimonial  <p>“Phones Correct perfectly integrated four of our offices to use ‘one’ phone system, which made it very much cost effective.” - Mark Andrew, General Manager Europe, AIA Cargo</p>
Industry	Transportation	
Main Challenge	The customer had offices in four different geographical locations. It was necessary to bring all the offices under one phone system to reduce the cost for their inter office calling etc.	
Integrator	Phones Correct Correct Group Ltd 10-14 Interlink House 73 Maygrove Road NW6 2EG Tel: +44 207 644 9245 www.phones-correct.co.uk	
Distributor	VolPon Solutions UK Ltd.	
Solution	Xorcom XR2000 with an IAX trunk connection and 18 snom 320 phones.	

Overview

AIA, the leading international service provider in cargo management, has 18 employees in four geographical locations. The requirement was for a flexible telephony solution at an affordable price, to be implemented within short period of time. The requirement for 20 DDIs (Direct Dial Inwards numbers) mandated VoIP with an IAX trunk.

Customer Requirements

General

- The users are mostly office based in four geographical locations.
- Every call terminates to voicemail when the users are not in the office or unable to pick up.

- Four groups: Reservation, Operation, Sales and Accounts should be defined, with group voicemail box for each of them.
- Private voice mail boxes for each individual user.
- No restrictions on outgoing calls.
- Outbound caller ID should be displayed.

Call Flow Requirements

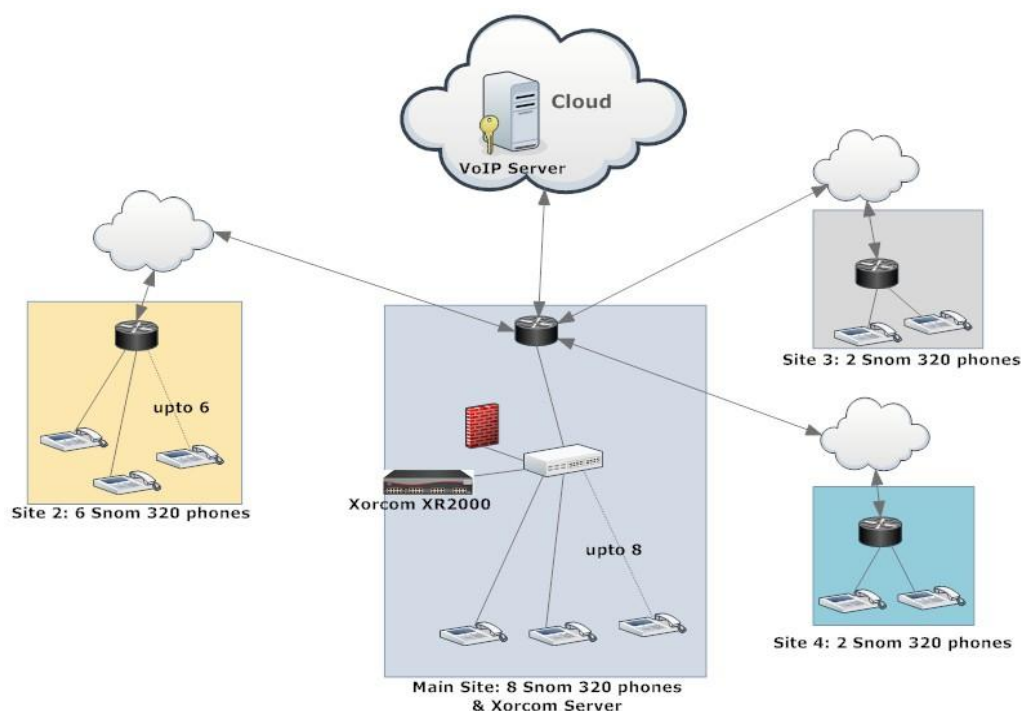
- Personal direct dial (DD) number will dial the corresponding user.
- Main number will be answered by auto attendant and then the caller will be given options to choose the correct department.

Call Queue and Voice Mail Requirements

- All incoming calls must be answered either by a person or routed to voicemail in order to avoid a situation where there is no response and the caller simply hangs up.
- Employees should have configured buttons to access their own and group voice mail.
- Call transfer option for the users from their handsets.

Proposed Solution

The proposed solution consisted of the Xorcom XR2000, which provides one connection to an IAX trunk and 18 snom 320 phones in four geographical locations.



The AIA telephone network now consists of the Xorcom XR2000 IP-PBX, which provides one connection to an IAX trunk and 18 snom 320 phones.

Results

It took Phones-Correct, the integrator, four days to handle the entire implementation, addressing all the requirements listed above. For example, configuring phones for geographical locations, individual DDI for each user as well as group DDI, updating the phones firmware, configuring the Xorcom XR2000 to fulfil all the requirements etc.

Testimonial

Mark Andrew, General Manager Europe of AIA Cargo, states:

“Phones Correct designed and installed our phone system which very much echoed our needs. They **perfectly integrated** four of our offices to use ‘one’ phone system which made it **very much cost effective.**”

“Phones Correct VoIP solution based on the Xorcom IP-PBX **reduces external call cost charges tremendously** to a minimum as opposed to the traditional CPS / ISDN phone system.”

“The auto attendant perfectly transfers the call to the correct departments leading to **significant time savings.**”

“We enjoy **immediate, friendly and cooperative support** from Phones Correct.”

About Airbridge International Agencies Ltd. (AIA)

Airbridge International Agencies Ltd (AIA) is the leading international service provider in cargo management, with a worldwide network of locations in Europe, North America, Africa, Asia and the Middle East. Our current customer base includes over 30 airlines, such as Air Berlin, Royal Jordanian, and SAS Scandinavian. In addition to our main area of business as a Cargo GSA, we provide further professional services from our group companies: Aviareps AG, OpenSky & OpenSky Cargo, and IDB Tourism. For more information, visit <http://www.aiacargo.com>.

About Phones Correct

Phones Correct provide personal and expert Telecoms consultation services to businesses throughout the UK. Whether you want a telephony system or simply save on your telephony monthly costs we can offer you customized and professional solution with excellent support. Creating partnerships with key technology vendors like Xorcom, snom and Gamma Telecom means we deliver innovative, flexible, scalable but reliable solutions to our clients. For more information, visit www.phones-correct.co.uk.

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About VoIPon Solutions UK Ltd.

VoIPon Solutions UK Ltd. distributes the world's market-leading voice over IP equipment and services to businesses. Looking globally for inspiration, the company led the UK market into the Voice over IP space and is one of the most established companies in the region. By bringing best-of-breed equipment and standards of service to businesses both within the UK and abroad, and empowering its knowledgeable staff to build relationships with its customers, VoIPon helps businesses reduce the total cost of ownership of their telecom systems and devices. A division of Keison International, founded in 1986, VoIPon is a financially stable enterprise. More information on the company can be found at www.voipon.co.uk.

About Xorcom

Founded in 2004, Xorcom is a privately-held IP-PBX manufacturer. Xorcom harnesses the power of Asterisk® Open Source IP-PBX - the most rapidly growing telephony platform in the world - to design and produce leading-edge hardware telephony solutions for commercial installations.

Today, Xorcom offers the widest and most flexible range of solutions and hardware platforms in the Asterisk market. System integrators, telecom equipment manufacturers, and customer premise telephony and VoIP providers use Xorcom products to provide added value to their end users. Xorcom sells its products via a worldwide distribution channel and OEM partners. For more information, visit: www.xorcom.com.

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