


Cavanagh Isdell & Co Case Study

Customer	Cavanagh Isdell & Co Paul Isdell Tel: +353 (44) 9344378 www.cavanaghisdell.ie	 <p>“The system works extremely well, with very good call quality, and lots more functionality than our previous PBX.” - Paul Isdell, Cavanagh Isdell & Co</p>
Industry	Financial (Accountants & Auditors)	
Integrator	Replentec Ltd Edward Spillane Tel: +353 (44) 9330070 www.replentec.com	
Distributor	VolPon Solutions UK Ltd.	
Solution Provided	Asterisk®-based PBX running on a Dell PowerEdge server with trixbox CE®, Xorcom Astribank BRI , and Grandstream handsets	
Main Challenge	Upgrade ‘keytouch’ type PBX to improve communications while integrating their existing BRI lines.	

Overview

Cavanagh Isdell & Co were looking to implement a new PBX system in their offices in Mullingar. They were using a traditional ‘keytouch’ type PBX system however, as they had been dealing with Replentec Ltd for their networking and server installation and support, they were happy to go with Replentec’s recommendation to switch to an Asterisk-based PBX using Xorcom hardware to integrate their existing BRI lines.

The time frame was dictated by the local Telecom Provider as the customer’s existing lines were consolidated to reduce duplication of the lines which were no longer required. The entire switchover process took place over a single weekend, including installation and connection of equipment and new VoIP handsets, which were also installed and configured.

Customer Requirements

The client requested voicemail functionality (which they did not have with their previous system), and also the ability to add DDI numbers in the future. The ability of the VoIP system to enable remote handsets (i.e., at the homes of the owners) so that they could work from home as if in the office was also discussed.

Call conferencing was also installed and configured at the customer request.

Detailed call records from each handset was also provided at the request of the customer and all functionality was provided by the Asterisk-based system.

By consolidating their existing lines it was possible to remove the number of lines required, thereby saving on line rental from the telecom provider.

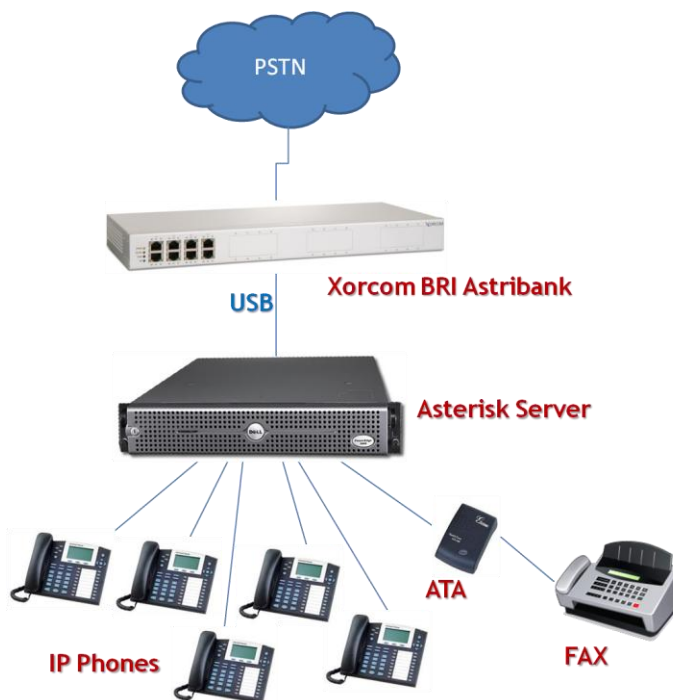
Although not implemented at present, the customer requested the ability to add VoIP trunks to the system in the future.

Proposed Solution

The Xorcom reseller proposed an Asterisk-based PBX running on a Dell PowerEdge server with dual processor, 2GB memory and three hard disk drives (HDD) configured in RAID5. The Asterisk flavor chosen was trixbox CE.

A Xorcom Astribank BRI provided the connectivity to the telecom provider and was connected to the server using USB.

All handsets provided were Grandstream GXP2010, with a Grandstream ATA providing an analog outlet to the fax machine.



Results

The voicemail functionality was a massive plus for Cavanagh Isdell & Co as their previous system did not support any kind of voicemail.

Detailed call information has enabled the company to drill down to find where they can make savings on their telecom costs, and the reduction in the number of line rental charges was a major bonus.

Future ability to enable remote workers, along with the ability to add VoIP trunks are also seen as a major advantage.

Conclusion

Paul Isdell, of Cavanagh Isdell & Co. Accountants, notes “Replentec Ltd have been looking after our IT infrastructure and providing support for many years, so we were happy to go with their recommendation when we decided to **change our traditional PBX** telephone system.”

“The new system uses a Xorcom Astribank to connect our existing ISDN BRI lines to an Asterisk based telephone system provided by Replentec Ltd. The **system works extremely well**, with **very good call quality**, and **lots more functionality** than our previous PBX.”

“I would be **happy to recommend Replentec Ltd and the Xorcom hardware** range to anyone looking to upgrade their PBX systems, and believe me, it will be an upgrade!”

About Cavanagh Isdell & Co.

Cavanagh Isdell & Co. are a firm of Chartered Accountants and Registered Auditors based in Mullingar which provides accountancy services to the Westmeath area and beyond. For more information, visit www.cavanaghisdell.ie.

About Replentec Ltd.

Replentec Ltd. provides IT and networking consultancy, support and technical assistance to SME’s in the mid-west area of Ireland. The primary goal of the company is to ensure that IT works for its customers, and that best use is made of existing infrastructure and resources. For more information, visit: www.replentec.com.

About VoipOn

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.

Xorcom USA
23309 North 17th Drive, Suite #100
Phoenix, AZ 85027 USA
Tel: 866-XORCOM1 / 866-967-2661
info.usa@xorcom.com



Xorcom Ltd.
Misgav Industrial Park, POB 60
D.N. Misgav 20179, Israel
Tel: +972-4-9951999
info@xorcom.com

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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Xorcom USA
23309 North 17th Drive, Suite #100
Phoenix, AZ 85027 USA
Tel: 866-XORCOM1 / 866-967-2661
info.usa@xorcom.com



Xorcom Ltd.
Misgav Industrial Park, POB 60
D.N. Misgav 20179, Israel
Tel: +972-4-9951999
info@xorcom.com