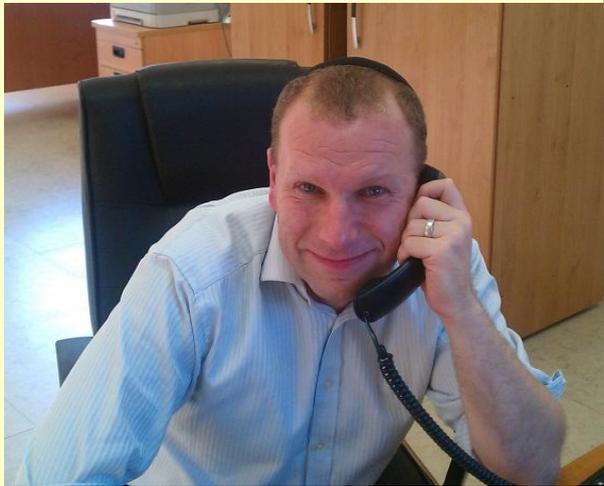


## Correct Group Ltd. Case Study

<b>Customer</b>	Correct Group Ltd. Stephen Shenkin, Head of Service Delivery Tel: +44 207 372 4106 <a href="http://correct-group.co.uk/">http://correct-group.co.uk/</a>	<b>Testimonial</b>  <p>“The Xorcom system provided by Phones Correct is <b>reliable, scalable and easily configurable.</b>” - <i>Stephen Shenkin, Head of Service Delivery, Correct Group Ltd.</i></p>
<b>Industry</b>	IT Support	
<b>Main Challenge</b>	Change the existing analogue-based Panasonic phone system to a digital system to have more flexibility and diversity.	
<b>Integrator</b>	<a href="http://phones-correct.co.uk">Phones Correct</a> Correct Group Ltd 10-14 Interlink House 73 Maygrove Road NW6 2EG Tel: +44 207 644 9245 <a href="http://www.phones-correct.co.uk">www.phones-correct.co.uk</a>	
<b>Distributor</b>	<a href="http://voipon.com">VoIPon Solutions UK Ltd.</a>	
<b>Solution</b>	<a href="http://xorcom.com">Xorcom XR2015</a> with three BRI ISDN2 connections and 23 snom 320 phones.	

### Overview

Correct Group (CG) is mainly an IT support company that provides IT support to hundreds of companies around the United Kingdom. CG has 35 users in the London office and remote and mobile users in other satellite offices. The existing systems had two units, one for ISDN and another for VoIP (outbound calls only). The existing system did not have any control over inbound call flow apart from preliminary set up done by Panasonic system provider.

### Customer Requirements

CG highly considered hosted VoIP but having a contract for provision of ISDN services with a number of years remaining and a restriction on the available bandwidth to their

exchange forced them to keep the existing ISDN services. A new system was required to provide more flexibility and diversity in call flow e.g., auto attendant, voicemail to email, distinctive ringtone, etc. It also had to be one single unit in order providing their existing ISDN as well as VoIP. Additional functionality, such as on demand call flow changes, adding and changing users, etc., when required was desired, as well as provision of services to the remote and mobile workers.

### General Requirements

- On demand day night mode option
- Voice mail messages should be sent to email addresses
- Auto attendant with call menu options
- Call transfer to mobile phone during off peak hours
- Distinctive rings for internal, external and night mode
- Separate options to make outbound calls via ISDN and VoIP
- Capability of receiving calls via SIP when ISDN is unavailable
- Differentiation of inbound calls by “support”, “sales”, “accounts” and “night”
- General, group, night and individual voice mailboxes
- Call pick up
- Capability to support remote and mobile workers

### Call Flow Requirements for Main Number

Main number should be answered by auto attendant, as follows:

Option 1: will ring group of support members

Option 2: will ring accounts department and then sales followed by support

Option 3: will ring sales department followed by support

The inbound call for 0800 numbers must be clearly displayed and it will be followed by sales group voice mailbox.

Personal direct dial (DD) number will dial the corresponding user.

Call forwarding should support mobile during night time.

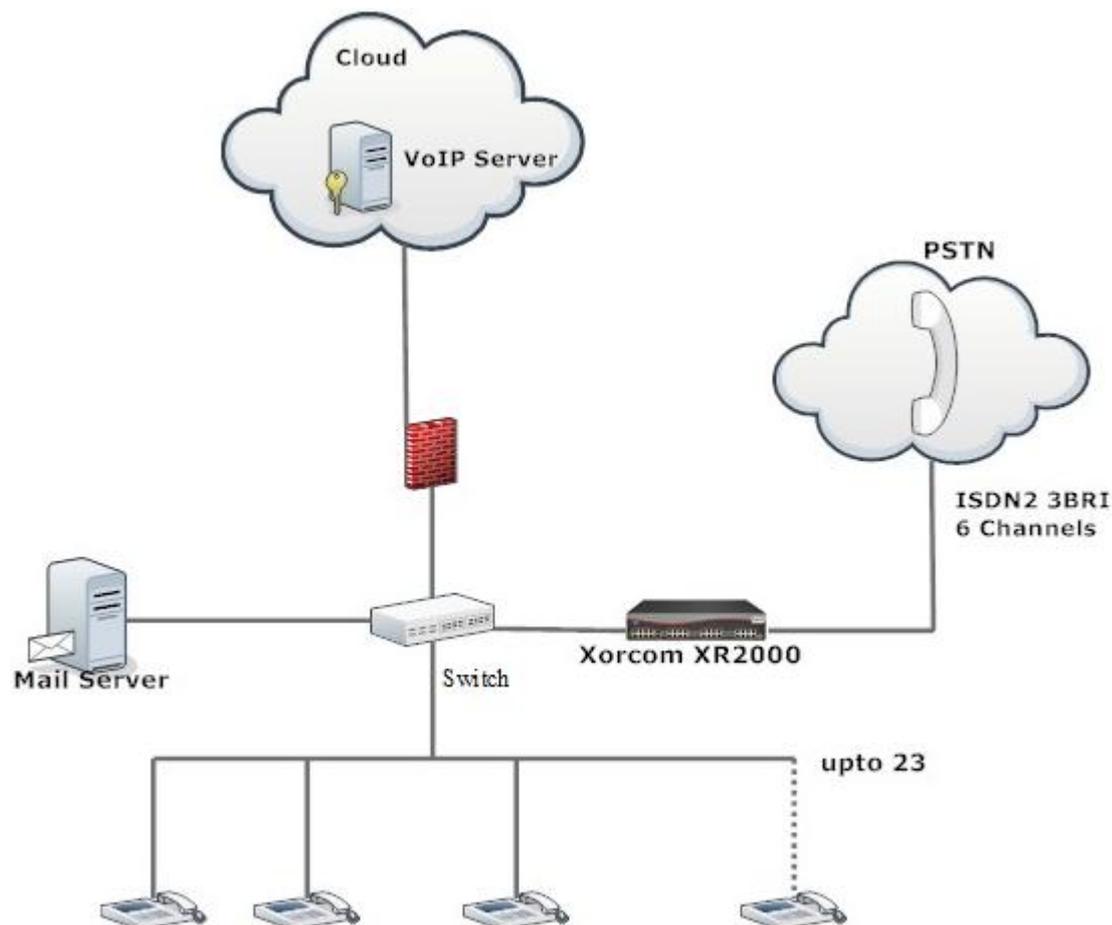
### Call Queue and Voice Mail Requirements

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.

All employees should receive their voice mail by email, in addition to having it available via the telephone handset.

## Proposed Solution

The proposed solution consisted of the Xorcom XR2015, which provides connection to ISDN2 (3 BRI) with British Telecom as well as the VoIP service provider, and 23 snom 320 soft phones.



*XR2000 connected to ISDN2 and VoIP, 23 SNOM 320 IP phones*



*XR2015 connected to ISDN and VoIP*

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## Results

It took Phones-Correct, the integrator, three days onsite to handle the entire implementation, addressing all the requirements listed above e.g. configuring XR2000 for ISDN and VoIP, phones for remote and mobile workers, individual and Group DDIs, call forward, distinguished ring tone, call pickup, updating the phones firmware, etc.

## Testimonial

*Stephen Shenkin, Head of Service Delivery at Correct Group, states:*

“IT support businesses are reliant on **reliable, scalable and easily configurable voice solutions.**”

“The Xorcom system provided by Phones Correct has proven to be **a real asset within our business**, enabling us to develop the business confident that our voice needs are catered for now and in the future.”

## About Correct Group

Correct Group was established in 2002. We provide a close working partnership with our clients, whereby first and foremost we are committed to thoroughly understanding their business’s requirements, so that we can ensure that their technology infrastructure supports them appropriately. We pride ourselves on our effective, efficient technology management of a customer base that crosses many verticals and widely varied needs.

Based in offices in West Hampstead and Manchester, we support client locations all over the UK, stretching as far afield as Aberdeen, Bristol, Newcastle, etc. For more information, visit [www.correct-group.co.uk](http://www.correct-group.co.uk).

## 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](http://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](http://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](http://www.xorcom.com).

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