Hellenic Accreditation System S.A.("ESYD") Case Study

Customer	Hellenic Accreditation System S.A. ("ESYD") Argiris Kamaras, Senior Engineer	"The Xorcom Astribank allowed us to implement the telephone system in the most economical way, and thereby **substantially reduce the communication costs**. The alternative would have necessitated installation of new cabling in a 5-storey building, which would have been very time-consuming, so **time saving was also a great factor**." – *Argiris Kamaras, Senior Engineer – ESYD*
Industry	Finance	
Integrating Partner	Microshop LTD Network Services & Support Tel: +30210.6470800 www.microshop.gr	
Distributor	Infograph	
Main Challenge	Reducing expenses while upgrading PBX to support SIP and digital E1	
Solution Provided	Astribank XR0005 with 24 FXS ports and MicroVoip (MVX) Server running Elastix	

Overview

The Hellenic Accreditation System S.A., under the distinctive title "ESYD", was established in 2002 and succeeded the Hellenic Accreditation Council, which, under that title, had operated within the Ministry of Development after 1994. ESYD is a private liability company operating on behalf of the public interest responsible for management of the accreditation system in Greece.

They wanted to reduce their telephone bills, upgrade their current PBX system using SIP telephony and digital E1 connection whilst keeping their 20 old analogue phones.

The proposed system was based on a MicroVoip (MVX) Server running Elastix, packaged with MVX certified Linksys VoIP telephones and a Xorcom Astribank telephony interface device, the XR0005, which supports up to 24 FXS ports. The installation of the system, including all of the features, took place in December 2010, over the course of only two business days.

Following the installation all personnel received proper and thorough on the job training.

Company Requirements

Most of the personnel working in ESYD had interviews, in order to determine their requirements, wishes and additional requests from customers. The following list is the result:

- Hybrid VoIP PBX
- IVR
- Time conditions
- Queues and ring groups
- Missed calls lists
- Personal voice mail
- Statistics

Hybrid VoIP PBX

Apart from the cost savings, keeping their old analogue phones and the cabling was another factor that dictated the use of the Xorcom Astribank. The Xorcom Astribank allowed for implementation of the telephone system in the most economical way, thereby substantially reducing the communication costs. The alternative would have necessitated installation of new cabling in a 5-storey building, which would have been very time-consuming. So, time savings was also a great factor in choosing the Xorcom product.

IVR

IVR stands for Interactive Voice Response, or "Digital Receptionist". This requirement was very high on the customer's requirements, because of the continuously growing telephone traffic during peak hours.

The IVR system responded with pre-recorded audio messages to further direct callers on how to proceed. It was used to control almost any function in order to handle large call volumes, thus avoiding the hire of a full time receptionist.

Time Conditions

Time Conditions is a module that appears as a destination when installed. It allows you to perform an 'if' based on the current Time, Weekday, Day of the Month, or Month. It automatically engages the voicemail based on virtually unlimited types of time schedules. The voicemail messages are converted to audio files that are routed to specified mailboxes.

Call Routing

The routing of the different calls for the different departments of the organization was something that had to be implemented in the new PBX, according to the company's requirements. This was implemented in the MicroVoIP MVX by using the incoming and outgoing call routing groups.

Ring Groups and Queues

The use of ring groups was one of the built-in features in the customer's previous PBX, so they wanted to preserve it on their new system. Everything was set up according to their day and night specifications.

Caller ID Lookup

The use of Caller ID Lookup functionality was extended to include all the associated companies. A virtually unlimited Caller ID Lookup database is one of the default features of the MVX Series, making it easy to add phone number to name lookups.

Monitoring / Recording

The company wanted to monitor and record the calls in order to improve agent support and also, in case of a dispute, to be able to provide all the conversation details.

Results

Since the first day of installation the system has run flawlessly. Battery backup UPS ensures supply of continuous power to all the systems and telephones. A 3KVA APC unit has been used and in case of power failure can provide 6-7 hours of continuous telephone usage.

Conclusion

The ESYD company has become more efficient by using the MicroVoip (MVX) Server together with the Xorcom Astribank XR0005 device. Statistical data can now be analyzed to further improve their needs and requirements. System performance and expansion is now very easy to implement. Low cost calls using various telephone VoIP providers, now drastically reduce operation costs.
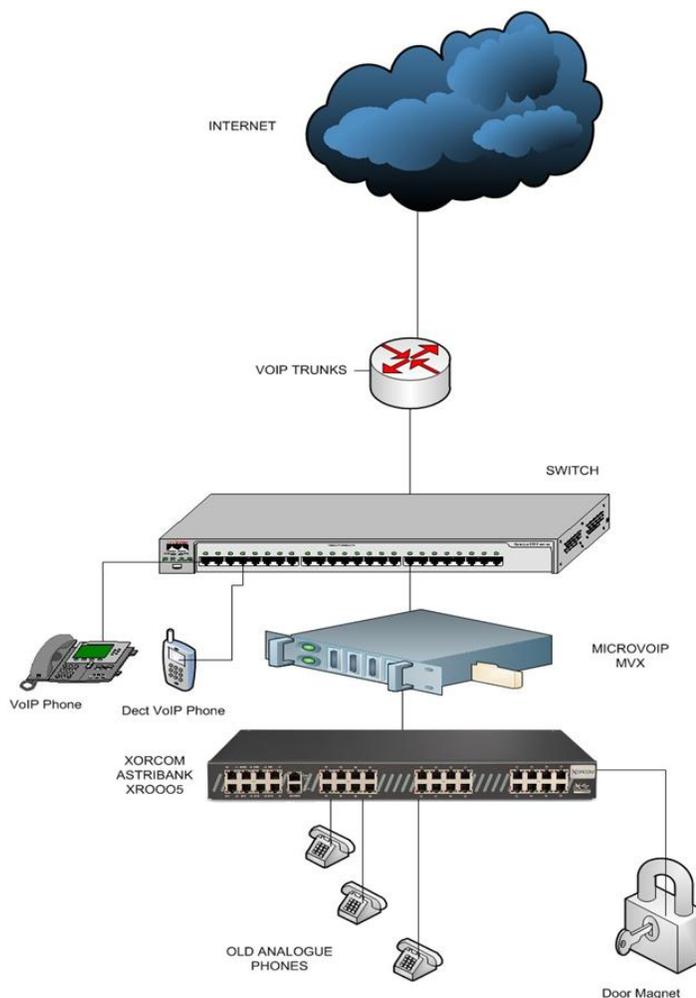
About Microshop LTD

Microshop LTD undertakes complex missions on a turnkey basis in the fields of IT and telecoms, which involve integrated delivery of applications, bundled with all necessary hardware and security equipment.

To ensure results of a high standard, the company follows state-of the-art methodologies and relies on a wide spectrum of qualified and experienced staff as well as on a professional industrial environment for assembling, testing and dispatching of equipment. This includes a series of in house VoIP servers and devices. The company's offering is in strict compliance with the most efficient methodologies known today in the market and includes support for IT and telecom systems, and applications in production.

More info: http://www.microshop.gr

About InfoGraph

InfoGraph is the leading online supplier of VoIP products and services in Greece and Cyprus. For more information, visit http://www.allvoip.gr

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.

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

XORCOM

www.xorcom.com

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