

Case Study: Empresas Gasso Gasso S.A.

Customer	Alejandro De La Cruz Empresas Gasso Gasso S.A. Tel: 809-537-6048	Testimonial  “Our company has greatly benefited from the Xorcom technology in terms of the costs savings and the resource optimization...” - <i>Alejandro De La Cruz, Empresas Gasso Gasso S.A.</i>
Industry	Pharmaceutical / Retail	
Reseller	Eduardo De Leon Aiatek, S.R.L. Tel: 809-412-1970	
Distributor	10 ZiG Telecom	
Main Challenges	Replace Cisco system in order to reduce operational costs of telecom infrastructure	
Solution Provided	Corporate facilities: 2x Xorcom XR3000 CompletePBX, 1x Astribank and TwinStar Remote location: 1x Xorcom XR1000	

Overview

Empresas Gasso Gasso S.A., a company with commercial activity in a variety of sectors: Pharmaceutical, Cosmetics, Consumer, Hospital, Perfume, Personal Care and Veterinary, is located in Santo Domingo in the Dominican Republic. Company management was interested in reducing the operational costs of its telecommunications infrastructure, which was based on Cisco equipment. They determined that the best method would be through an open source solution with commercial support that would not require major capital investments and that could take advantage of the platform currently installed, so that the change would be transparent to end users.

Different Asterisk®-based solutions were evaluated, but only the Xorcom interface with CompletePBX™ satisfied the requirements in terms of reliability and support that the client had been receiving from their traditional telephony supplier.

Customer Requirements

- Match the functionalities provided by the existing redundant Cisco Call Manager solution
- Maintain existing phones and their features: Cisco 7940 and 7960
- Enable system growth without additional licensing
- Common telephone directory
- Call details reports
- Inter-connection between remote sites
- Voice mail
- Fax2Mail
- Web management
- Call recording

Proposed Solution

The solution proposed by AiaTek was as follows:

Corporate facilities: 2x Xorcom XR3000, 1x Astribank and TwinStar for redundancy

Remote location: 1x Xorcom XR1000



Jose Polanco of AiaTek (l) and Alejandro De La Cruz of Empresas Gasso Gasso S.A. ® next to the communications rack with Xorcom equipment installed.

Project Schedule

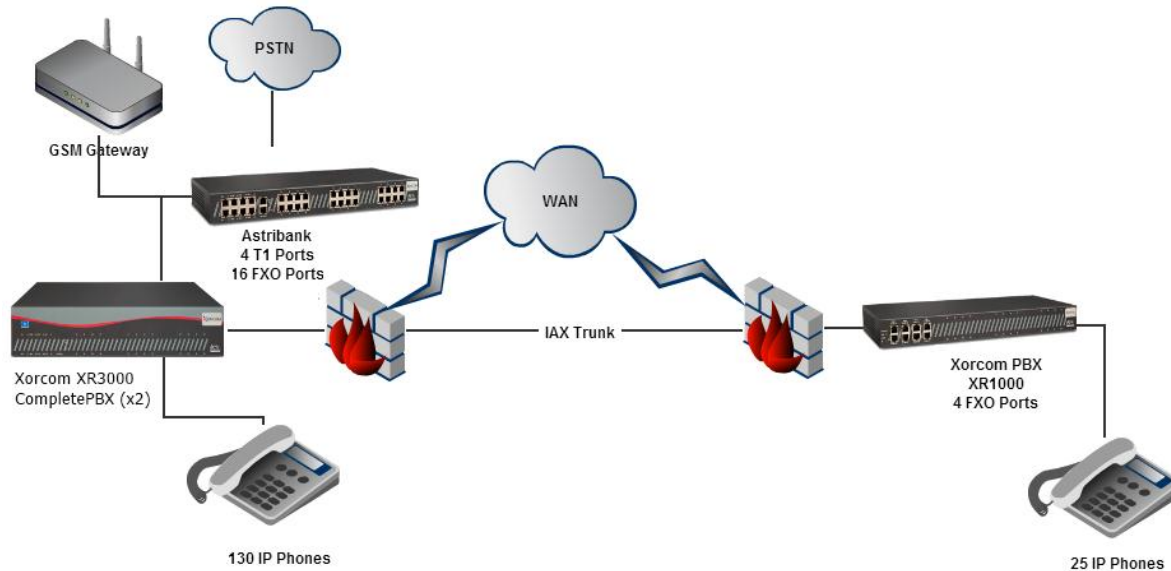
Activity	Start	Finish
Organize Project	08/15/2011	08/19/2011
Develop Requirements	08/22/2011	08/26/2011
Design Configuration	08/29/2011	08/31/2011
Equipment Delivery	09/15/2011	09/16/2011
Equipment Configuration	09/19/2011	09/23/2011
Equipment and Configuration Testing	09/26/2011	09/28/2011
Training	09/29/2011	09/30/2011
Project Closure	10/17/2011	10/31/2011

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Network Diagram



Results

Since the completion of the project the client has managed to reduce operating costs, even after integrating additional phones and without having to buy licenses.

Conclusion

The client plans to integrate process queries through the system's IVR (Interactive Voice Response) system.

As per Alejandro De La Cruz, Technology Coordinator, Empresas Gasso Gasso S.A.:

“Our company has greatly benefited from the Xorcom technology in terms of the **costs savings** and the **resource optimization**, allowing us to **greatly improve the productivity** of our employees.”

About Empresas Gasso Gasso S.A.



Empresas Juan Gassó Gassó S.A. is a group of companies with more than 100 years, organized in support of our corporate philosophy with one clear objective: providing first rate products and services to a broad spectrum of clients. The companies that are part of Empresas Juan Gassó Gassó , S.A. are:

- J. Gassó Gassó, C. por A. - Pharmaceutical and Cosmetics
- Indo-Química, C. por A. - Solutions Intravenous
- Indo-Pharma, C. por A. - Pharmaceutical
- Pro-Vet, C. por A. - Veterinary

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About AiaTek



AiaTek is a group of professionals with more than 10 years of experience in the area of technologies and VoIP integration. Our focus is to increase our client's competitive development by combining our experience and knowledge in alternative technology, providing them with robust solutions.

For more information, visit www.aiatek.com.do.

About 10 ZiG Telecom



10 ZiG Telecom is a distributor for Xorcom CompletePBX solutions for the Caribbean region. The CompletePBX solution is based on the Xorcom family of IP-PBX appliances and is a full-featured commercially-supported communications solution that provides an embedded operator panel, enhanced CDR and call center reporting, and a user-friendly GUI (Graphical User Interface) for easy set-up of the most

commonly used extension features. In addition, there are no per user license fees for all the core PBX features. For more information, visit: www.complete-pbx.com.

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