

## Bank Case Study

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|-----------------------|--|---|
| <b>Industry</b>       | Finance/Banking  | <b>Testimonial</b>  |
| <b>Distributor</b>    | <a href="http://HYPERACCESS SYSTEMS">HYPERACCESS SYSTEMS</a><br>Côte d'Ivoire<br><a href="mailto:info@hyperaccesss.com">info@hyperaccesss.com</a><br>Tel: 00 225 22 42 98 61                               |  <p>“Xorcom’s clear focus on a <b>fast back-up recovery</b> system immediately stood out as a desired component in our <b>grand strategy for security.</b>” – <i>Namble Sekongo, HyperAccess Systems engineer</i></p> |
| <b>Main Challenge</b> | To have a VoIP infrastructure with an all-in-one solution that supports a fax server, call recording server, video conference platform and unified communication   |   |
| <b>Solution</b>       | At headquarters, a Xorcom IP-PBX based on the XE3000 series and 120 Xorcom XP120P IP phones. For the eight branch offices, Xorcom’s XR1000 IP-PBX, Xorcom’s XP100P IP phones and Yealink’s VP530 IP phone. |   |

### Overview

Xorcom partner HyperAccess was approached by a private commercial bank. As an efficiency measure, along with the desire for cost-effective communications, bank management wanted to move to a VoIP platform with all-in-one solution for video conferencing, faxing, call recording and free inter-branch communication.

## Customer Requirements

In the tender, the Bank stipulated the following requirements:

- A single platform for applications such as call recording and faxing, without separate devices dedicated to each, and no per user license fees
- Integration of a CRM (Customer Relationship Management) to their IP-PBX and connection with their existing Alcatel PBX
- A fast backup recovery system
- Free calls between branch offices with redundancy architecture
- Support for SIP non-proprietary protocol
- Easy to manage, with local technical support

## Solution

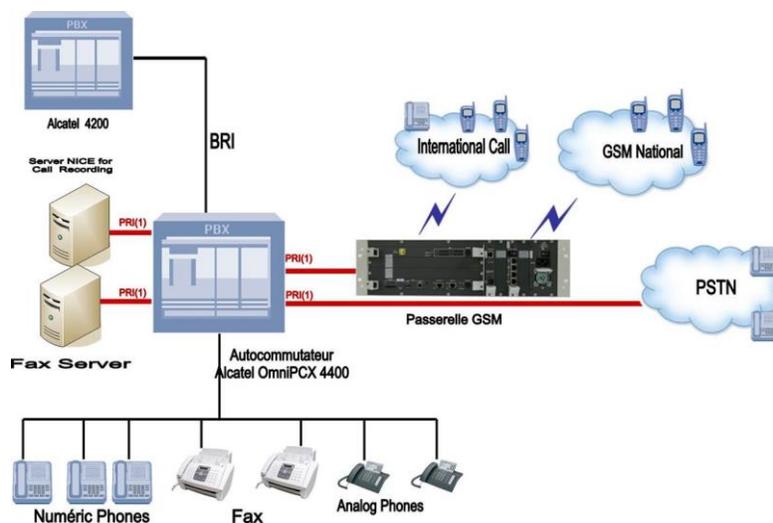
On winning the tender (challenged by Alcatel, Cisco, Siemens, Matra and Nortel) HyperAccess installed the Xorcom IP-PBX (based on the XE3000 series) and 120 Xorcom XP120P IP phones.

In each of the eight branch offices, all Alcatel OXO systems were replaced with Xorcom's XR1000 IP-PBX, along with Xorcom's XP1000P IP phones and Yealink's VP530 IP phone.

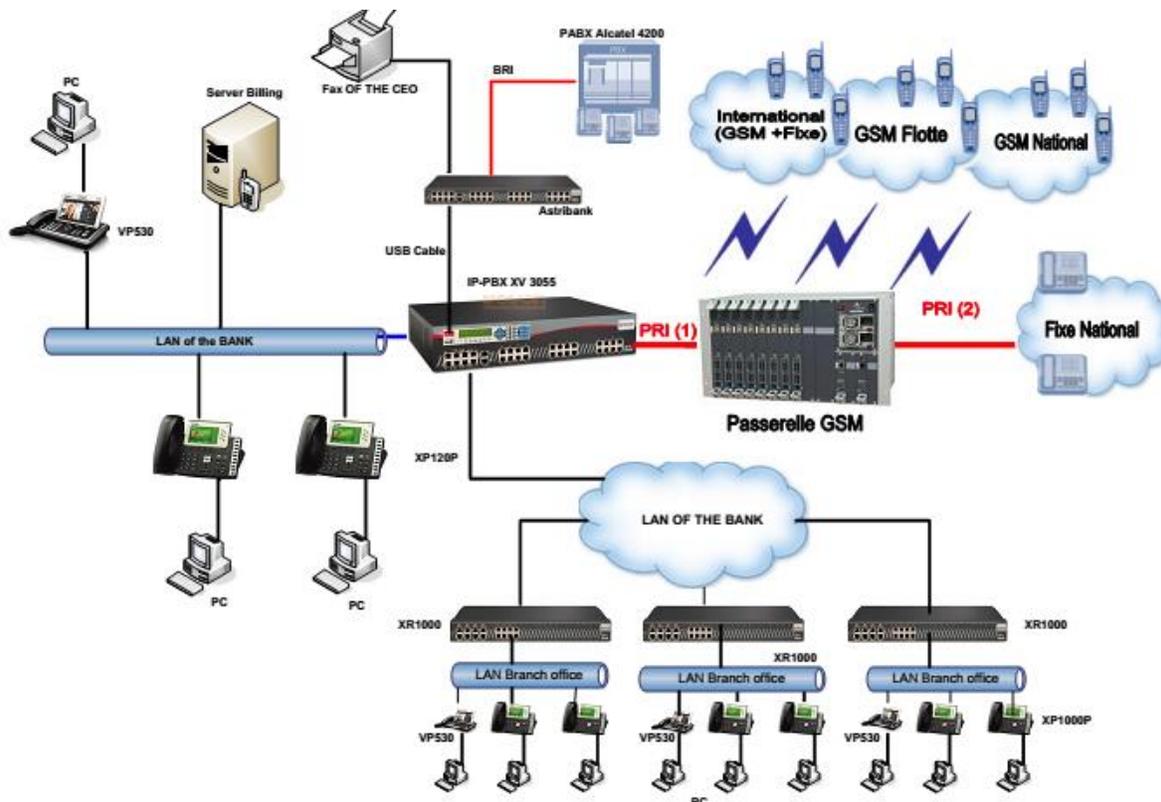
HyperAccess made the interconnection between all the Xorcom IP PBX via the IAX trunk with star architecture where all XR1000 connect to the Xorcom IP-PBX at headquarters.

## Results

Here is the network configuration prior to the introduction of the Xorcom products:



Here is the network configuration after implementing the Xorcom solution. Notice how the existing Alcatel PBX has been integrated in to the network, which now supports VoIP, SIP phones, video conferencing, faxing and call recording.



## Conclusion

Namle Sekongo, the engineer from HyperAccess Systems responsible for the implementation, notes: "We wanted to have **several applications in same platform** (call recording server, fax server) without separate devices dedicated for each feature. **Xorcom's clear focus on a fast back-up recovery system immediately stood out** as a desired component in our strategy for security. Naturally, **free calling between branch offices** was an attractive feature and the whole system proved **easy to manage with responsive and available support** at hand."

## About HyperAccess Systems



HyperAccess Systems is a private company, established in February 2009 and headquartered in Abidjan, which specializes in the harmonious combination of mobile and fixed networks, through cable, wireless, optical fiber and IP Ethernet networks. Supplying unique telecommunication solutions for mobile and fixed networks, the company serves private and governmental customers through a network of representatives, distributors, and OEM partners worldwide. For more information visit: [www.hyperaccess.com](http://www.hyperaccess.com).

## 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).