


## INTRASOFT International S.A. Case Study

<b>Customer</b>	<a href="#">Petros Psathopoulos</a> INTRASOFT International S.A. Tel: +40215285520 <a href="http://www.intrasoft-intl.com">www.intrasoft-intl.com</a>	<b>Testimonial</b>    <b>“Our telephone bill is currently less than half than what we used to pay, due in part to the practically zero cost for talking with other branches via VPNs and Soft-Phones!” -</b> <i>Petros Psathopoulos, Delivery Manager Bucharest Branch Technical Manager, INTRASOFT</i>
<b>Industry</b>	IT - Information Technology	
<b>Main Challenge</b>	Implement a VoIP-based telephony infrastructure for the relocated office in a new building with time restraints	
<b>Integrator</b>	<a href="#">Gabriel Alexandrescu</a> Modulo Consulting Tel: +40212321019	
<b>Distributor</b>	<a href="#">Vocalnet Communication</a>	
<b>Solution</b>	XE2000 PBX Server with 1 x E1 port and Astribank USB Channel Bank with 8 x FXO ports + 8 x FXS ports, CISCO SMB phones	

### Overview

INTRASOFT International S.A. was relocating an office in a new building, and wanted to use the occasion to implement a VoIP-based telephony infrastructure consisting of a main PBX and office phones. The challenge was to provide a solution in the short delivery time available, in synchronization with the client relocation plan.

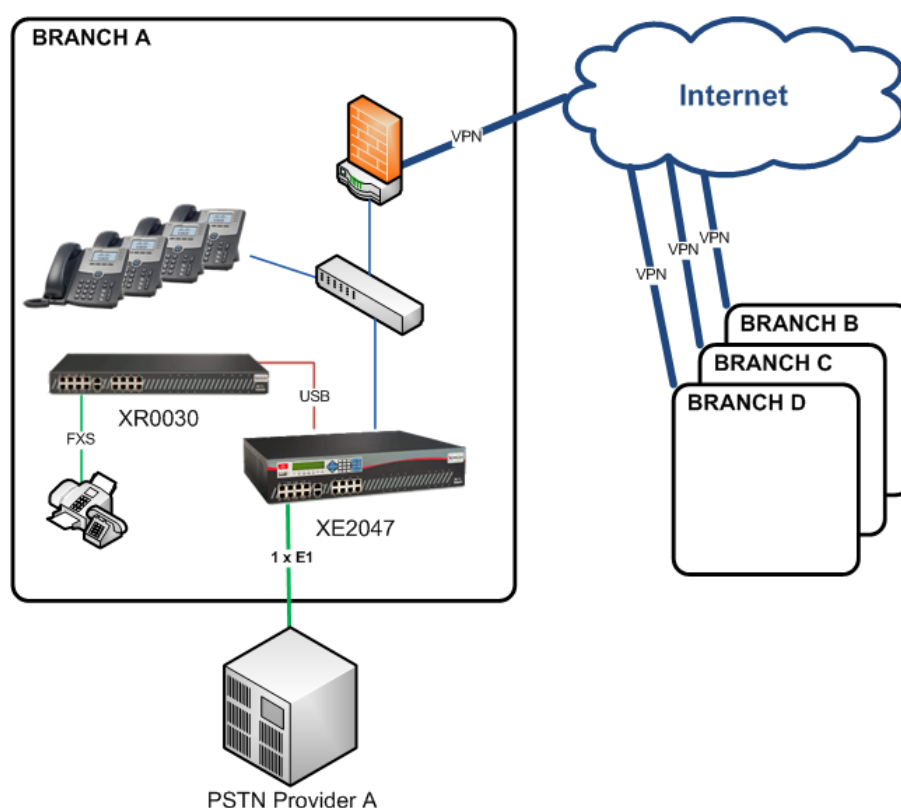
The existing solution was based on a proprietary analog/digital telephony platform. Using typical telephony features on these analog phones (such as call forwarding, teleconference, redialing, etc.), was a cumbersome task, and very few employees were actually using such features (awkward key combinations were needed to perform the simplest functions). Conference calls were almost impossible to organize, and when they were organized, the voice quality of the conference was very poor.

In addition, the previous solution was based on a licensing scheme per extension, resulting in additional costs for each new extension added to the system.

## Customer Requirements

- Basic PBX configuration
- Define Outbound Routes
- Define Inbound Routes
- Conferences
- Music on hold
- Over 50 Extensions
- Queues
- Ring Groups
- Pick Up Groups
- Voice mail (VM) to electronic mail
- Specific routes to call transparently extensions in other branches located abroad (ex: Athens)
- Possibility to increase the number of extensions with no additional fees

## Proposed Solution



XE2000 PBX Server with:

- 1 x E1 port

Astribank USB Channel Bank with:

- 8 x FXO ports
- 8 x FXS ports
- CISCO SMB phones

Modulo Consulting, the integrator, performed both solution design and equipment configuration (solution delivery).

## Results

The implemented solution is currently fully functional and meets specific functionality requests from customer.

The new solution offered several advantages, namely:

- Lower installation cost (hardware + installation /configuration) as opposed to proprietary solutions
- Lower maintenance cost (there was practically no system maintenance required during the entire year that the system has been functioning)
- VoIP advantages, such as calling to internal extensions using Soft-Phones via VPN when located at the client premises, have drastically reduced the usage of the mobile phones under roaming conditions. The flexibility that the Soft-Phone solution provides was one of the first things that was utilized.
- The ability to organize (and propose to organize for our clients) conference calls by using the out-of-the-box teleconferencing functionality of the new solution.
- Voice-mail!
- Overall quality of service has been dramatically improved
- People are more likely to pick up a phone and talk to their colleagues on the other side of Balkans, resulting in reduced problem solving time.



*The Modulo solution included a Xorcom IP-PBX with E1 interface and a Xorcom Atribank with analog interfaces.*

## Conclusion

***Petros Psathopoulos, Delivery Manager Bucharest Branch Technical Manager - INTRASOFT International S.A.:***

“As we speak, the system has **314 days uptime** without noticing any problem during this period. In between, we were able to introduce new extensions, change the data for already configured extensions and do other reconfigurations that were considered necessary, on the fly (**with no system reboot**).”

“Our telephone bill is currently **less than half of what we used to pay**. This of course is also related to the utilization of the new dedicated E1 line, which is more cost-effective than the previous solution, but also due to the **practically zero cost for talking with other branches** via VPNs and Soft-Phones.”

“Mobile telephony costs have also been reduced as a result of the usage of Soft-Phones while on business trips.”

“We are fully satisfied with the Xorcom solution selected. The integrator has also done a great job on implementing the initial requirements but also on training us to use the system for day-to-day tasks.”

## About INTRASOFT International S.A.



INTRASOFT International is a leading European IT Solutions and Services Group with strong international presence in over 70 countries, offering innovative and added-value solutions of the highest quality to a wide range of international and national public and private organisations. The company employs more than 1,600 highly-skilled professionals, representing over 20 different nationalities and mastering more than 18 languages. With headquarters in Luxembourg, INTRASOFT International operates through its operational branches, subsidiaries and offices in Belgium, Greece, Romania, Jordan, Denmark, the UK, Bulgaria, Cyprus, Moldova, the Philippines, Saudi Arabia, Yemen and USA. For more information, visit: [www.intrasoft-intl.com](http://www.intrasoft-intl.com)

## About Modulo Consulting



Founded in 2002, Modulo Consulting specializes in software development, IP Telephony and Unified Communications solutions. The company has integrated Interactive Voice Response (IVR) and Unstructured Supplementary Service Data (USSD) user interfaces with billing systems, implemented geo-coding services, deployed and maintained messaging solutions for user bases of 300 thousand accounts or more, and maintained huge data warehousing solutions. For more information, visit: [www.modulo.ro](http://www.modulo.ro)

## About Vocalnet Communication



VocalNet provides office phone systems in a next-generation communications platform to provide small businesses with big-business features at small business prices. The company's goal is simple: to make owning and running small business easier, less costly, and more profitable. Each product and service Vocalnet offers has been engineered to give small business owners advantages previously only available only to larger enterprises. For more information, visit [www.vocalnet.ro](http://www.vocalnet.ro)

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## 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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