



Vietnamese Ministry of Home Affairs (MOHA) Case Study

Customer	Ministry of Home Affairs of Socialist Republic of Viet Nam (MOHA) Tel : +84-4-6282 0404 www.moha.gov.vn	Testimonial  <i>Lam The Nhan, Business Manager, NTT Networks</i> <p>“We were very impressed with the many advanced telephone features of the Xorcom PBX, as well as its high stability, quick installation and implementation, and easy expansion possibilities.” - Mr.Hoan, Deputy Chief Office Manager - MOHA</p>
Industry	Government	
Main Challenge	The customer’s new location required a new PBX system to support 350 current users, and more in near future.	
Integrator	NTT Networks - Viet Nam IP Telephony Solution and Service Center Tel : +84-8-6255 80 80 www.nttnetworks.com	
Distributor	JCMEX Trading Sdn Bhd	
Solution	XR3021 Asterisk IP-PBX with 24 FXO ports; XR0021 Astribank USB Channel Bank with 24 FXO ports; and eleven XR0008 Astribank USB Channel Bank with 32 FXS ports each	

Overview

The Ministry of Home Affairs of socialist republic of Viet Nam (MOHA) was moving to a new location, and therefore required a new PBX system. They needed to support 350 current users (and more in the near future), with more than 350 analog extensions and 32 telephone lines. The system was to be implemented in a new building with 15 floors, as seen in the photo below:



New location of the Ministry of Home Affairs of socialist republic of Viet Nam (MOHA).

Customer Requirements

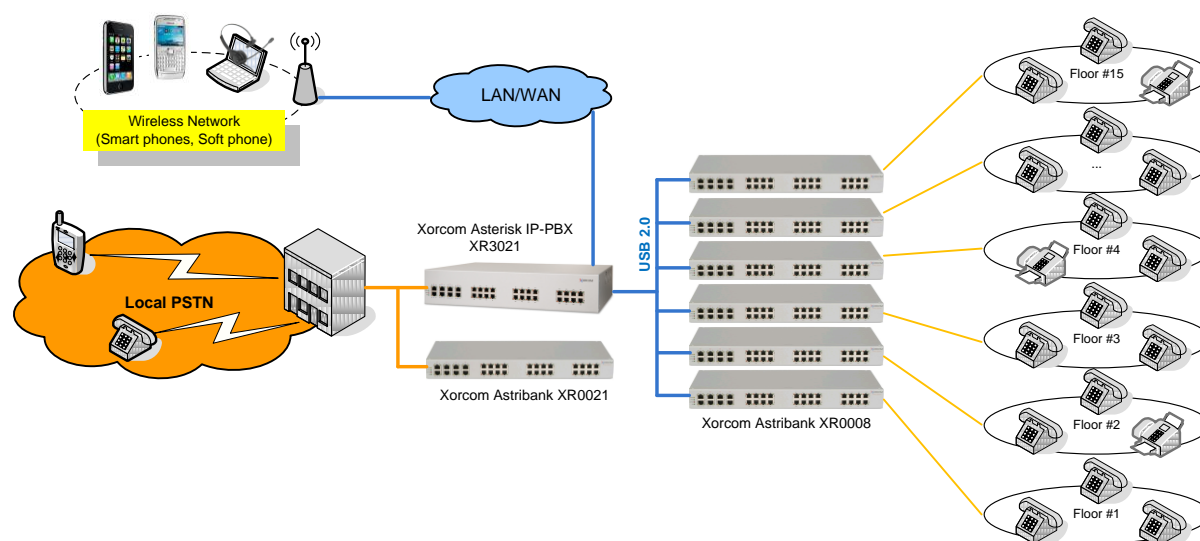
- Numbering plan, dialing plan
- Extensions configuration
- Queues configuration
- Recording message (working and non-working hours)
- Time condition configuration
- Fax machine configuration, including fax to email configuration
- Smart phones configuration, such as I-Phone, Nokia
- Definition of the outbound call policy by Extension, Department, Group, e.g. who can make internal / local / long-distance / international calls and need to input the password before making outbound calls, or not
- System monitoring

Proposed Solution

Base on the customer's requirement, NTT NETWORKS proposed a Xorcom IP-PBX system including:

- An XR3021 Asterisk IP-PBX with 24 FXO ports
- An XR0021 Astribank USB Channel Bank with 24 FXO ports
- Eleven XR0008 Astribank USB Channel Banks with 32 FXS ports each (for a total of 352 FXS ports)

Network Diagram



The proposed system included a Xorcom IP-PBX server with 32 FXO ports, an Astribank with 32 FXO ports, and eleven additional Astribanks with 32 FXS ports each.

Result

Implementation of the entire system was completed according to plan within **just seven days**, including:

- Hardware connectivity and cabling
- All customer requirements, listed above
- Employee training

Conclusion

According to Mr. Hoan, Deputy Chief Office Manager of MOHA:

“We were very impressed with the **many advanced telephone features** of the Xorcom PBX, as well as its **high stability, quick installation and implementation, and easy expansion possibilities.**”

“[The Xorcom solution] also helped us **save on monthly telephone costs** with call policies that were implemented by NTT Networks, the system integrator, a few months ago.”

“[The Xorcom solution] helps **improve our employees’ behavior, communication**



All Xorcom equipment is standard 1U or 2U, 19" rack-mountable for most efficient use of available space.

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and performance.”

“We think this telephone system can meet most of our requirements in the short term, and even more in the future.”

About MOHA



The Ministry of Home Affairs of socialist republic of Viet Nam (MOHA) is government agency that performs the function of state management for the following sectors: administrative organization, the state, local government, administrative boundaries, officials and civil servants, government officials, associations, non-governmental organizations; emulation and commendation; religions cipher letter, state archives and state management of public services in the fields of the Management Ministry, in accordance with the law. For more information, visit: www.moha.gov.vn

About NTT NETWORKS



NTT NETWORKS was founded in 2009 as a Viet Nam IP Telephony Solution and Service Center. The company performs research, development, implementation, and consulting services, and is a VoIP hardware supplier. The company started as a solutions and service supplier and approached the distributor market since 2010 via VOIPMART - VIET NAM VOIP MARKET PLACE - where customers can find any VoIP product from various vendors from around the world. Beside that we're still completing more solutions based on IP Telephony such as Fax, Paging, Conference, Telepresence and Collaboration. For more information visit: www.nttnetworks.com and www.voipmart.vn

About JCMEX Trading Sdn Bhd



JCMEX Trading Sdn. Bhd. was incorporated to provide products and services as a wholesaler distributor and retailer of VoIP products from IP Phones, IP-PBX, adapter cards, media gateways and other accessories. Centrally located in the city of Petaling Jaya, in the suburbs of Kuala Lumpur, the capital city of Malaysia, it represents well known brands to reach into the resellers market in the Asian region. For more information, visit: www.jcmex.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.

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