

CUSTOMER CASES

Telephony over IP by



Service providers

Enterprise

Campus

Tele-secretary

Medical offices



CUSTOMER CASE – Add On Telecom

• CLIENT'S PROFILE

It is a telecommunications' service provider who is offering from ADSL, SDSL and Optic Fiber connections for companies, to telephony over IP offers with flow warranty and quality of services.

• CLIENT'S NEED

Add On Telecom wished to offer the most performing and flexible solution with the management of hundreds of users and concurrent calls, using all types of materials from the market (PABX, IPBX).

It is also the first offer for enterprises on the market, multipurpose on the equipment's choice, with a service warranty via a secure way on real time on PSTN, numbers' portability, the callers' numbers displaying or not, and finally, one single subscription for an unlimited number of users.

• THE M2MSOFT SOLUTION

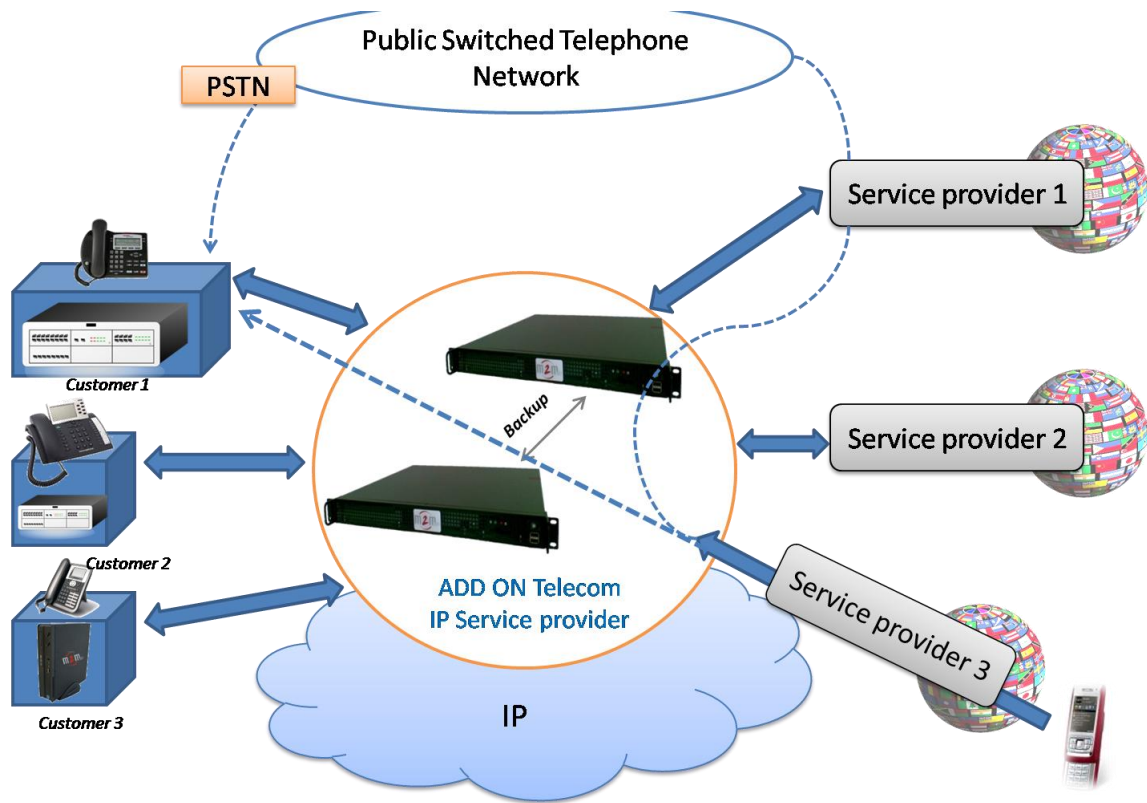
A M2Msoft Softswitch system associated to a secured sessions' controller enable a huge capacity of calls and a smooth routing service with various levels of services. There is also an advanced support for heterogenic materials. The system is made to be adapted to the activity development.

« M2MSOFT delivered us a Softswitch corresponding to our initial project specifications in every points in terms of availability and user transparency for the routing functions and thru our clients secured links.

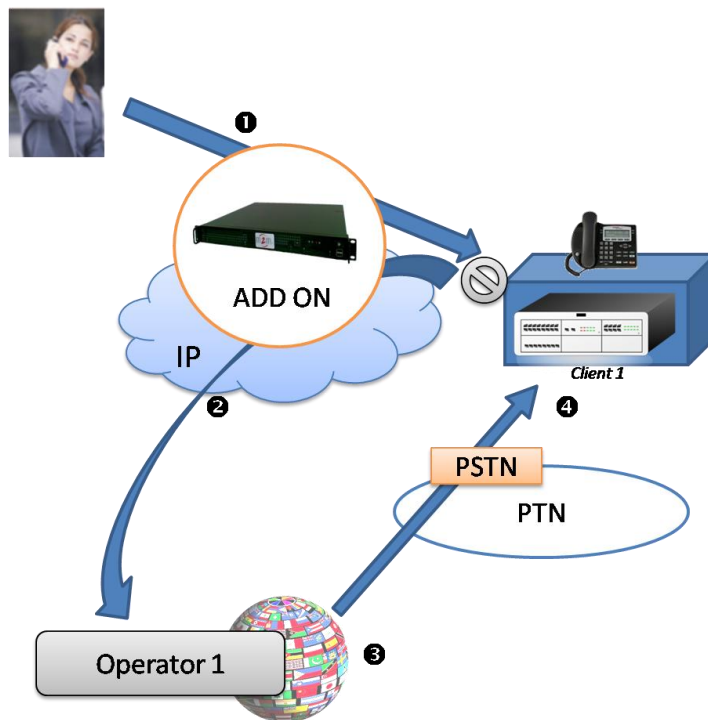
After two years of use we have to recognize our high level of satisfaction. »

Mr Christian Effoudou – Shareholder, Sales manager

• GLOBAL ARCHITECTURE



• CASE STUDY



❶ A call is done for the 05.61.47.48.49, Add On Telecom recognizes the owner of the number: the client 1

❷ The IP line of the Customer 1 is not available, Add On Telecom via the M2Msoft Softswitch transfers the call to its partner operator

❸ The emitted call is transferred on the 05.74.32.48.97 (PSTN number for the customer 1)

❹ The caller is now connected to the customer 1 without feeling any damage linked to the transfer



CUSTOMER CASE – ALLTUB

• CLIENT'S PROFILE

The group Alltub is based worldwide. Its headquarter is located in France and two of its factories employ 300 people. The firm works on various sectors of the market, cosmetics, alimentary, pharmaceutical and the industry for whose it is producing tubs, aerosol and cartridges.

• THE CLIENT'S NEED

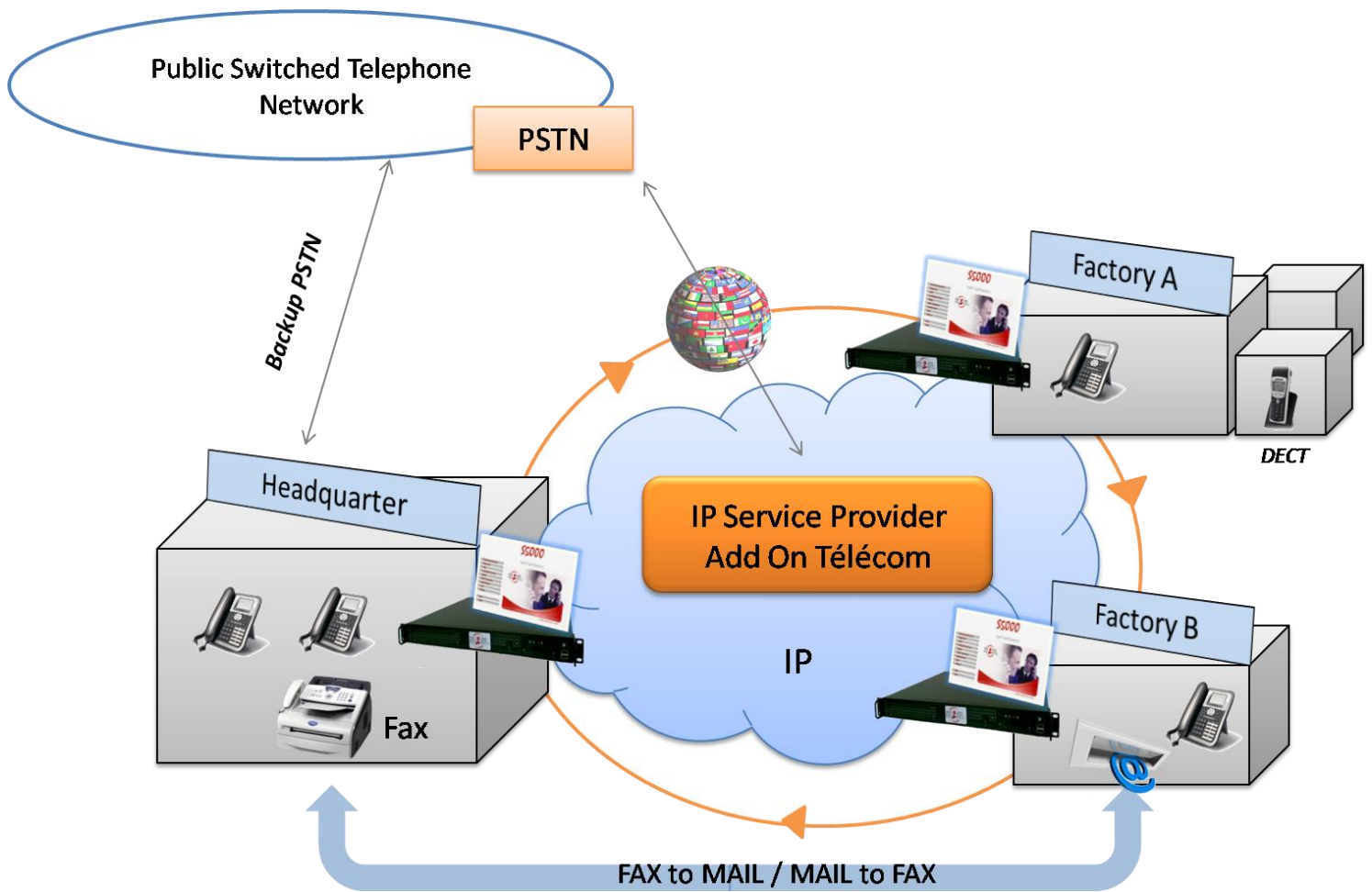
Make an unification between the three sites, the headquarter and the two factories, enabling them to reduce their spendings by subscribing to one only telephony over IP service provider, deleting the costs of intern calls. Besides, in order to increase the ecologic and economic aspect, they chose the Mail to Fax option, the old telecopy was then substituted.

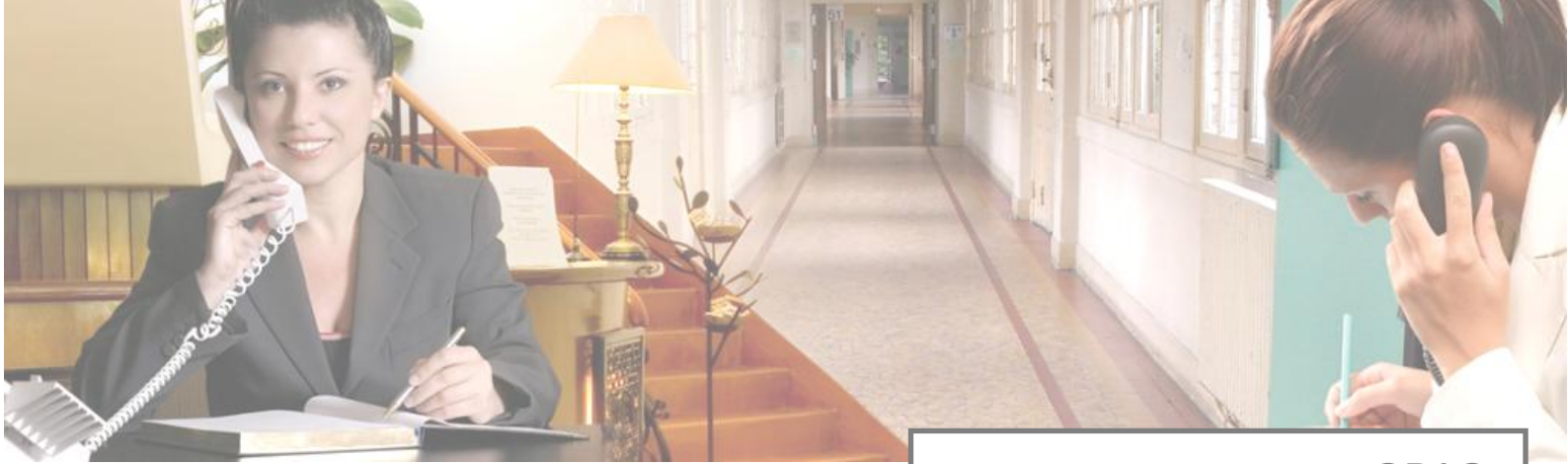
• THE M2MSOFT SOLUTION

Three S5000 IPBX were installed on each of the three French sites with 300 IP phones and a G4000 Gateway for the PSTN secured link and the fax service. Each site is connected to the telephony over IP service provider, Add On Telecom by a SDSL connection offering them free intern calls.

Every site stays autonomous but it is keeping the same qualified services. Finally, the number of concurrent calls and the communications' costs are optimized.

• GLOBAL ARCHITECTURE





CUSTOMER CASE – CRIC

• THE CLIENT'S PROFILE

The CRIC, or the Reeducation Centre for Disabled Citizens, is welcoming people known as disabled workers.

Every year 1 200 persons start a new formation there to concretize a socio professional project on protected area or on the market in general.

Today the CRIC owns two different sites with a total of 300 students and 50 administrative employees.

• THE CLIENT'S NEED

Unify the different sites owned by the CRIC, the formation centre, the administration and the dormitories.

The company also wished to decrease its costs by subscribing to one only telephony over IP service provider.

Furthermore, they wanted to make the students autonomous by controlling their prepaid telephonic lines allowing them to call outside.

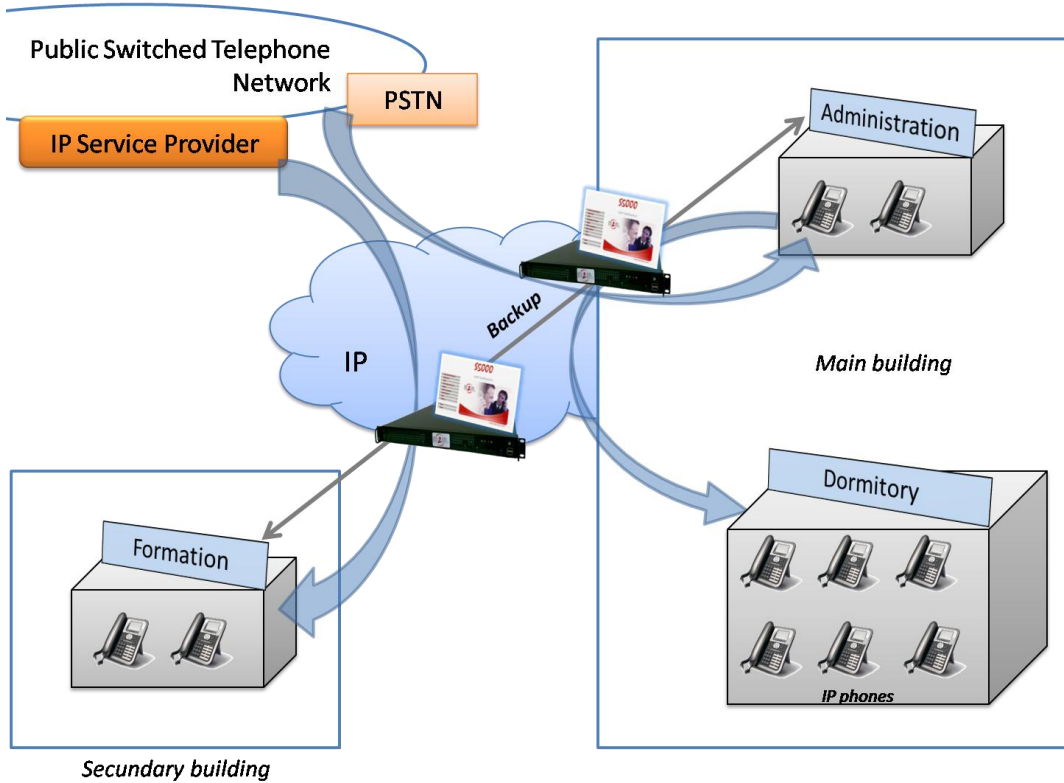
• THE M2MSOFT SOLUTION

Two IPBX S5000, one installed at the main site and the other one based at the administration building with a total of 50 IP phones.

In the dormitories, 300 IP phones are deployed with a secured and controlled management.

The architecture needs only one subscription to an IP service provider of the market, optimizing all the costs.

• GLOBAL ARCHITECTURE



• CASE STUDY

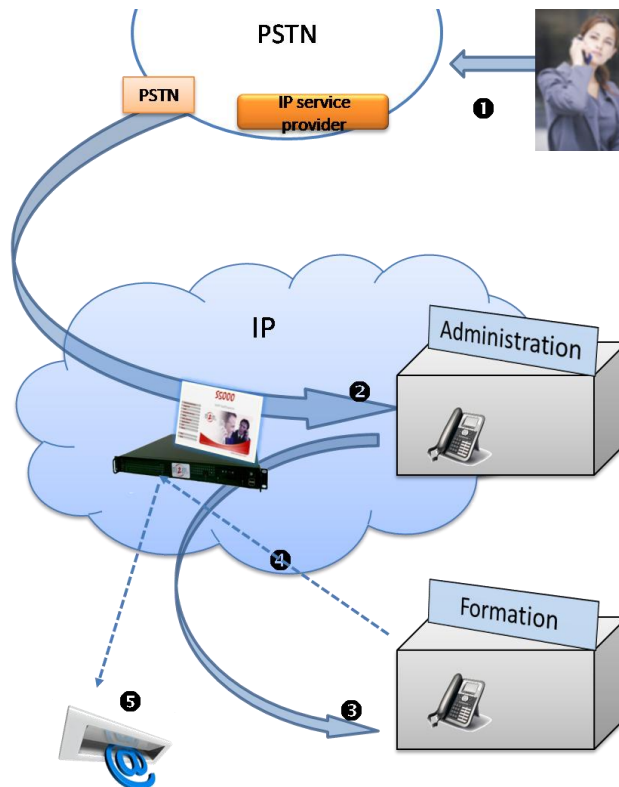
❶ The following number: 06.07.08.09.10 is making a call for Mister X

❷ The call is landing on the main phone of Mister X (at the administration)

❸ After a predefined time of non-answer, the call is automatically transferred on its secondary phone (on the formation office)

❹ Mister X does not answer, the call goes on his mailbox

❺ Mister X can check and listen his voice mail from any phone of the two sites or via an email notification. He will then be able to listen to it from his computer





CUSTOMER CASE – XXB Consulting

• CLIENT'S PROFILE

XXB Consulting is the externalized secretary of various companies, around fifteen, with a national influence.

• THE CLIENT'S NEED

Help the secretaries' jobs by making them able to transfer the calls knowing the caller and the addressee thru a simple look at their screens. They can then hold the phone introducing them as one of their clients' employee.

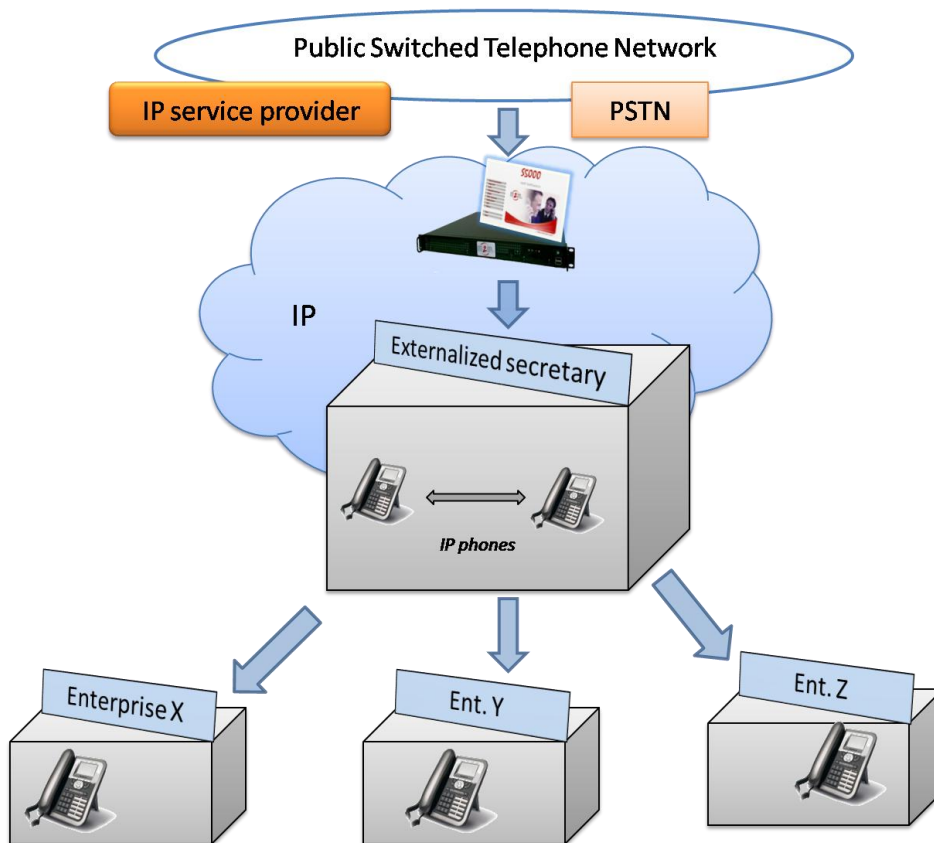
• THE M2MSOFT SOLUTION

A S5000 IPBX is deployed in the main office with two IP phones by secretary, as backup. 50 phones have been deployed in total.

The firm only subscribed to one IP service provider making it able to call outside via the public switched telephone network.

The Agent Panel software enables the employees to manage the entering calls, to make their proper calls via the integrated phone book via a simple click. The secretaries can observe at the same time, on their screens, the clients' phone book, the calls' status (on hold or connected) and access to the information folder of each one.

• GLOBAL ARCHITECTURE



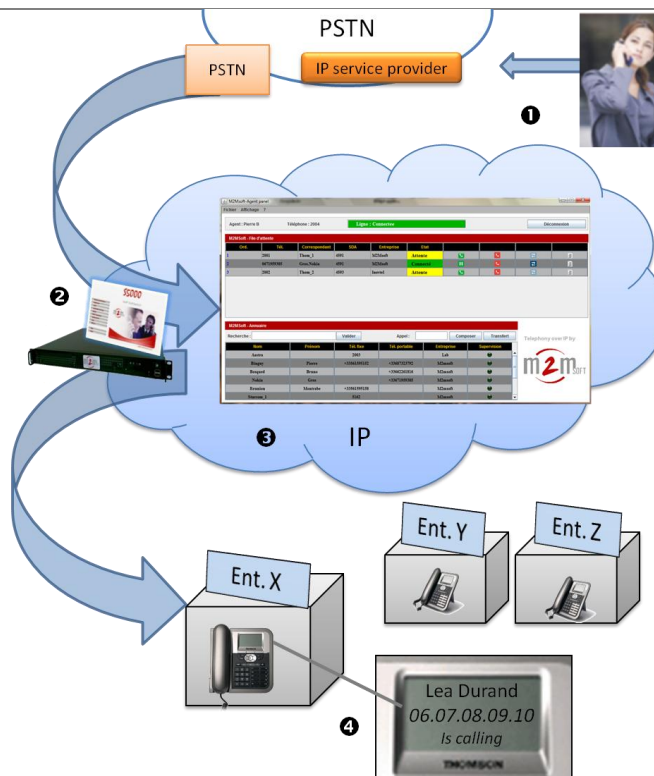
• CASE STUDY

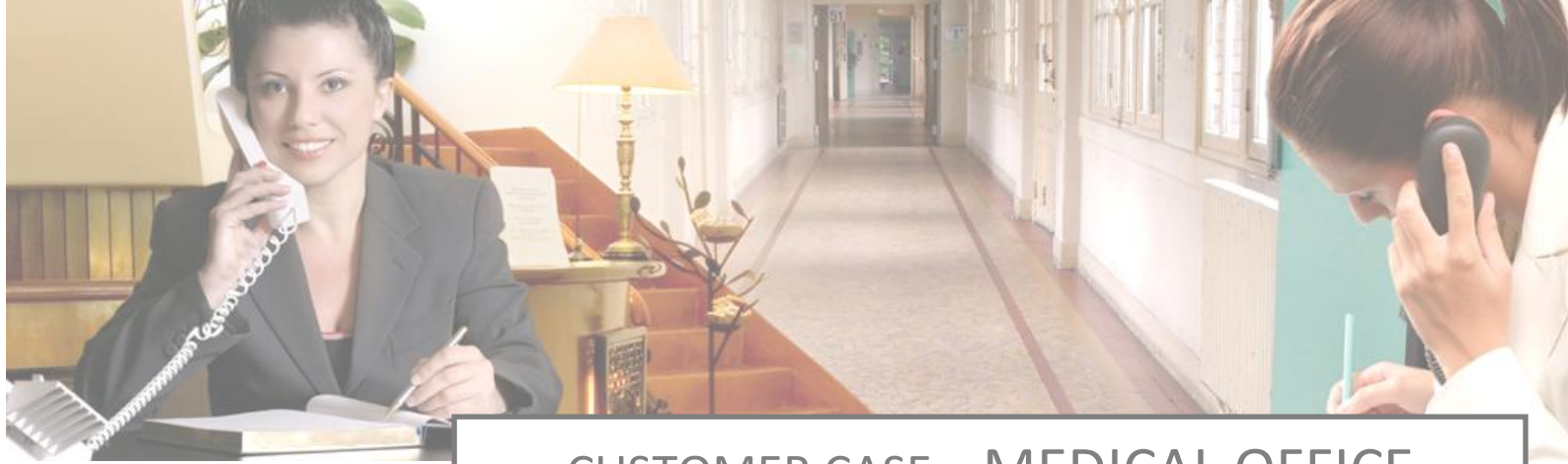
❶ The number 06.07.08.09.10 is making a call for the company X

❷ The bundle M2Msoft links the number called to its company owner and displays its name on the secretary's screen

❸ She is now able to manage the incoming calls knowing the callers' names and the addresses via a simple click

❹ On the IP phone's screen of the company X, the number and the name of the caller are now written





CUSTOMER CASE – MEDICAL OFFICE

• THE CLIENT'S OFFICE

There are three doctors' offices, in each one an IP phone has been installed and they all own a cell phone. The secretary has been externalized with its two attendants. Generally we can observe around 350 daily calls.

• THE CLIENT'S NEED

Make the doctors reachable at any time and by all means, on their fixed phones and on their cell phones. Make them also able to prioritize, intercept and transfer the calls.

The secretary has been externalized, indeed it is important to improve the links between it and the medical office.

• THE M2MSOFT SOLUTION

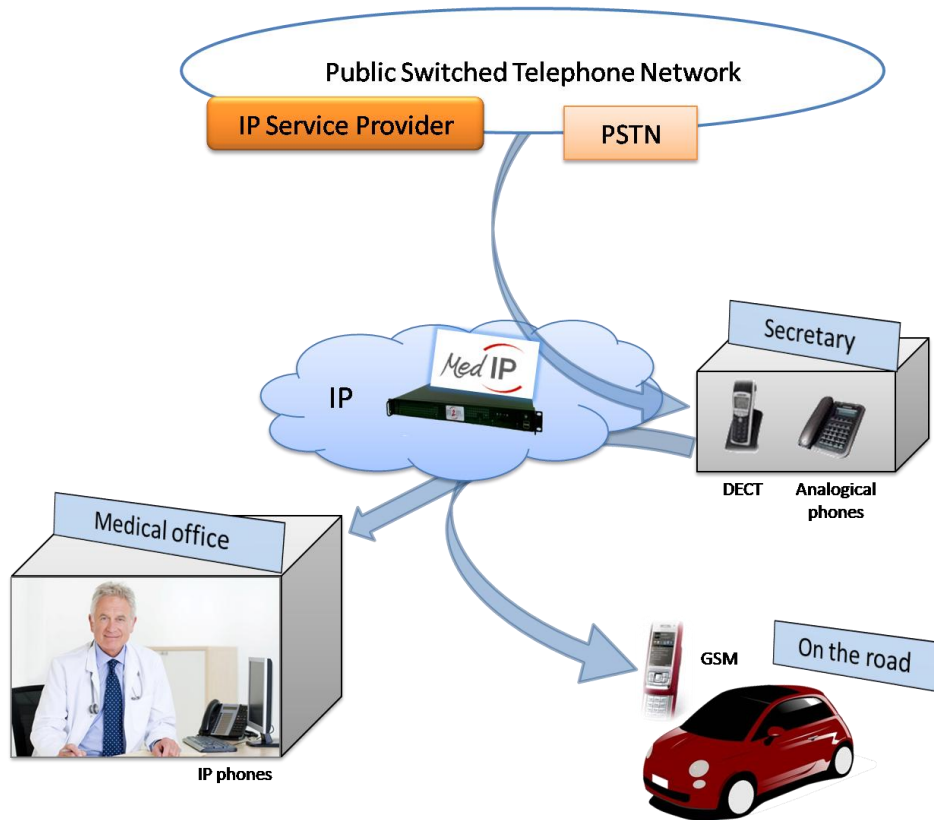
An S5000 IPBX is at the heart of the system in place between the medical office and the secretary, each of the site has its own IP phones and DECT (for the attendants and the doctors).

Finally they are all reachable on their WIFI SIP cell phones, Nokia or Android HTC types, even if they're away thru an automatic search or via the attendant.

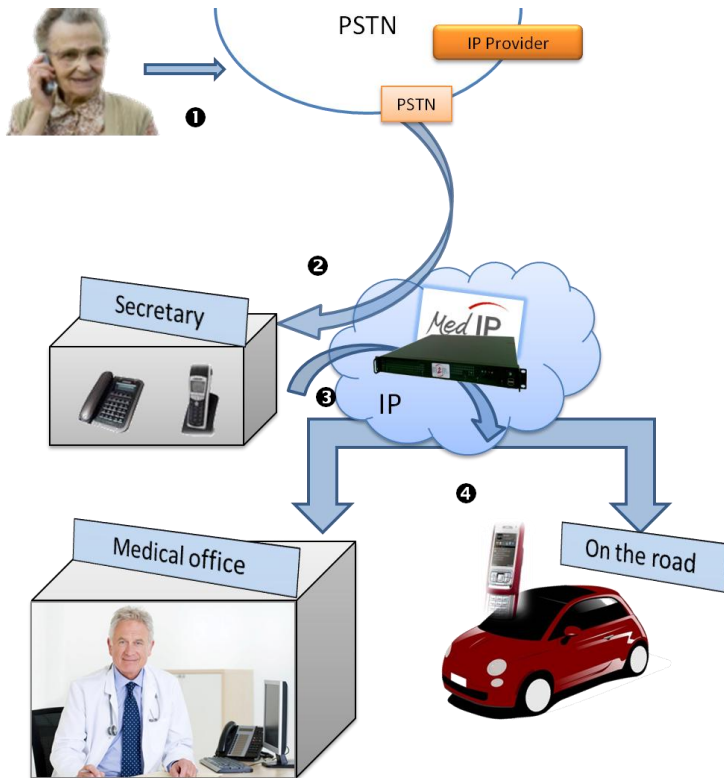
The all architecture only needed one IP service provider subscription.

The system enables the users to create customized rules or messages with secured links (on IP lines or on PSTN), with a smart screener (allowing only the main calls or those coming from the spouses) with an easy management (from any areas, the user always has the same rights) and of course, they optimize their costs.

• GLOBAL ARCHITECTURE



• CASE STUDY



- ❶ A patient is calling her doctor
- ❷ The call is automatically transferred to the externalized secretary of the medical office
- ❸ The attendant can transfer the call to the doctor if his help is needed (except the appointments for instance)
- ❹ The doctor's phone will ring, either if he is on his office or on the road and he will then be able to take care of his patient