Case Study Warwick University Science Park Install ProTalk VoIP Telephony system

proVu
COMMUNICATIONS
INNOVATIVE VOIP DISTRIBUTION

The University of Warwick Science Park provides office accommodation to knowledge and technology based businesses, from start up's to multi nationals. Spread over 42 acres, and with around 50 current tenants Warwick Science Park has been involved in helping many companies to grow since 1984.

The Problem

The existing telephone system was a Siemens Realtis dating back from 1997; whilst robust and reliable it lacked the ability to utilize the IP network infrastructure and could therefore not link phones from the remote buildings, and increasingly it did not provide the business functionality offered by a VoIP system. In addition, due to its age, support and maintenance charges were very high.

Short Term Solution

In order for the Warwick Science Park to be able to connect phones from the remote office buildings, an Asterisk IP system was installed to work alongside the legacy Siemens system. With the Asterisk system utilising the IP network infrastructure they were now able to deploy Snom IP phones; within a couple of years this became the dominant system with over 100 users connected. However this only provided a partial solution as there was no automated failover mechanism or phone management facility and support was dependent on one employee.

Through their existing IT supplier the Science Park were introduced to OCM Communications a company specialising in VoIP and Asterisk based solutions.

Having investigated the Science Parks current and future requirements OCM prepared a technical brief to meet all the science park requirements and were tasked in identifying available VoIP based solutions.

The Challenge

With the temporary VoIP installation proving that IP communications provided a reliable platform with added flexibility, whilst still maintaining excellent call quality, the Science Park were now able to develop the following clear objectives.

- **Acquire an integrated phone system that offered both VoIP and ISDN compatibility.**

- **Implement a more cost effective and easily maintained system as part of the IT infrastructure.**

- **Offer enhanced telephony features to tenants allowing improved business practices and additional revenue streams.**

- **Facilitate integration with a billing platform.**

- **Must have high availability on a 24/7 unattended basis.**

- **Allow future bespoke requirements as set out by the Science Park**

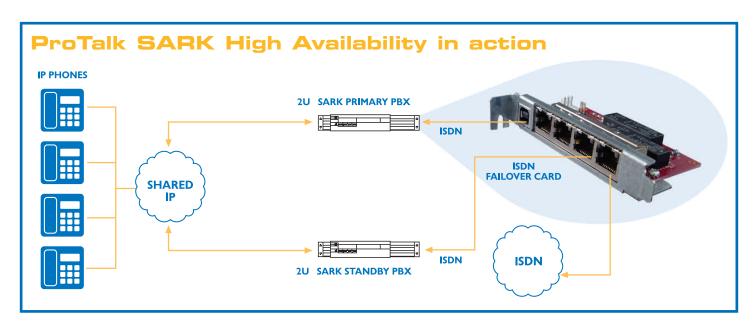- **Centralised phone management system for all 250 extensions**

The Chosen Solution

Having considered proposals from various sources including BT , Siemens and Cisco, the Science Park selected the ProTalk SARK High Availability solution proposed by network specialist OCM.

With around fifty demanding tenants to keep happy, one key factor was to specify a system that would ensure continuity of service even in the event of a component or software failure or outage of the ISDN lines. The ProTalk SARK HA system had a major advantage in that it utilises dual servers with identical configurations connected by a "heart-beat" mechanism. In the event of either a software or hardware failure to the primary server, the HA platform provides full automatic fail-over to the standby server in less than 20 seconds and without any need for any external input to either the PBX, phones or ISDN lines.

This provided a level of resilience not matched by the other proposals and was instrumental in the final decision, giving the Science Park the confidence that they can provide the reliable service their tenants demand. The professional approach of OCM in developing the proposal and completing the installation backed by the UK capability of ProTalk was also a significant factor in the final decision.

Other advantages included the Multi Tenant feature within SARK that enabled the Science Park to integrate the system with their Oak billing platform. Additional advanced business features included voice mail to email and the ability for clients to have phones connected at home and other external locations as extensions to their main office.

ProTalk SARK High Availability in action

IP PHONES

2U SARK PRIMARY PBX

ISDN

SHARED IP

ISDN FAILOVER CARD

ISDN

2U SARK STANDBY PBX

ISDN

ISDN

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