

Case Study

Utility Company

Utility company is a provider of natural gas and electricity. The company's top priority is the safe transmission and deliverance of energy to all of its customers. Based in the U.S., it is one of the largest utility companies delivering combination natural gas and electric securely and reliably.

Needs

- The ability to integrate with existing legacy and new PBX platforms—to flatten and consolidate auto attendant, and voice mail locations across all their locations. Includes 6 brands of PBXs and 70 different voice mail systems
- The ability to integrate with existing Microsoft Active Directory and Exchange environment, specifically their migration from MS Exchange 2003 to 2010
- The ability to function and operate on supported company hardware and operating system platforms—to leverage approved and secure OS that operates within their network
- The ability to interface with existing fax servers
- Simple voice mail and advanced UM features for select, chosen users
- Option to enable/disable voice mail system feature sets (within entire company, group(s) or on individual basis) to be in line with prospective, finalized, collaboration plan
- Advanced collaboration tools, including fax, mobility and web portal, etc.

Office-LinX™ Enterprise Edition

- Auto Attendant
- Voice Messaging
- Basic UM, Advanced UM, CTI Services
- Presence Management
- Fax Services
- Mobility Services
- Emergency Event Notifications
- Tutorials

Key Benefits

Esnatech Office-LinX provided the Utility Company with the ability to integrate with all PBXs, including the existing legacy platforms and new age platforms. Office-LinX provided users with advanced collaboration tools, including fax, mobility and web portal, etc., and offered voice mail system networking to legacy platforms as well.

In January 2008, the Utility Company created a voice mail system replacement project. A team was built to analyze the company needs, industry trends and department concerns.

The RFP was issued in February 2008 to 7 voice mail system manufacturers with specific criteria and requirements for the new voice mail platform. Six out of the 7 vendors replied, and from that group, 2 were disqualified for being unable to meet the RFP criteria. The 4 remaining vendors were evaluated and scored in March 2008. Esnatech was able to meet the Utility Company's RFP criteria and became the new voice mail system provider.

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Key Mandatory RFP Issues	Competitor 1	Competitor 2	Competitor 3	Competitor 4	Competitor 5	Esna
Integrates with all major PBXs	Yes	No	No	Yes	Yes	Yes
Enhanced Collaboration Tools (Fax, Mobility, Web/Portal, etc.)	Some	No	Some	Some	Yes	Yes
Available for installation at Utility Company in 2008	Yes	No	Yes	Yes	No	Yes
VMS-VMS Networking to Legacy Platforms	Only VPIM	Yes	Yes	Yes	No	Yes

Key attributes to developing Office-LinX™ include:

- Seamless scalability to well over 600 ports
- High Availability SIP-architecture with no single point of failure
- Standards-based hardware platform that can be supported and monitored like any other node in the network
- High interoperability to existing IT infrastructure (Cisco, Aastra, Avaya, Asterisk, Fujitsu, Rolm, Exchange, AD, etc.)
- The ability to consolidate existing applications into a single UC deployment platform (replace multiple dedicated voice applications that required annual maintenance and license renewals)
- Deployment of advanced UC functionality including mobility clients, CTI, call recording, unified messaging, fax, mobility, , CTI, Call Recording, Unified Messaging, fax, mobility and web portal, etc.

The system today is running over 400 ports of voice processing across their existing PBX network. They have been able to successfully centralize the deployment and manage the cluster of Office-LinX servers running in a high availability node from their central data center. By leveraging their existing infrastructure, the Utility Company has deployed all their SYNC services and UC/UM services from within their existing virtual environment. The company also benefits from auto data backup with their existing storage area network (SAN) for further real-time redundancy.

About Esnatech

Esnatech is a global leader in cloud-enabled Integrated Unified Communication solutions. The award-winning Office-LinX™ platform provides today's hybrid enterprise with mobility, presence, and messaging applications that significantly improve workforce productivity. Office-LinX is interoperable with any voice, mobile and PBX system and seamlessly connects with premise and cloud-based applications such as Google Apps, VMware Zimbra®, Salesforce.com and Microsoft® Office 365.

For more information please visit www.esnatech.com