

Case Study: GPRS Communication in Telco PBX Management

A Renowned Telco Uses Arctic GPRS Gateways in Offering a Service that Allows Its Customers to Optimize Costs

A renowned telco wanted to offer its key corporate customers a new service. The service required data to be gathered from around 3000 scattered PBXs. Many of the PBXs had only a serial interface. This presented a serious communication gap that was filled with the help of Arctic GPRS Gateways.

Detailed information allows

A renowned telco wanted to offer its corporate end-customers a web-based information service through which the end-customers could assess their own telephone behaviour and the related accumulated costs by reviewing versatile reports and statistics.

problem areas to be pinpointed

Armed with this information, the businesses could do things like: A) effectively pinpoint what are the key causes for the largest cost items, B) review the costs per department and C) identify trends based on whether a specific cost class is either increasing or decreasing over time.

and directed measures taken!

The very essence of the planned information service was to help businesses save in telecommunications costs by giving them the tools to take actions where needed.

Is the quality of service good enough?

In addition, the service was to allow businesses to reliably evaluate what is the level of quality of service the businesses themselves render to their own customers; average call waiting time, number of inbound calls not answered within a certain time etc.

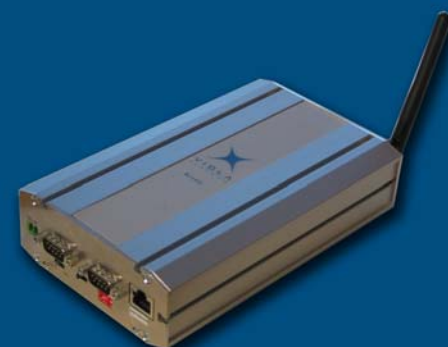
Do we have enough capacity?

Furthermore, the information service, given the targeted service quality, can calculate whether the capacity allocated for a certain corporate customer is enough or needs to be expanded. For this feature, the service is very valuable for the telco, as it effectively indicates repeat sales opportunities as they arise.

Legacy PBXs equipped only with a serial data interface posed a big problem

In order to implement the service, various type of information needs to be retrieved from the PBXs in the field. The installed base of PBXs span several product generations.

Some can be flexibly connected to IP networks but many legacy PBXs include only a serial data interface. This created a communication gap between the modern information system and the legacy PBXs that do not connect to IP network.



The Arctic GPRS Gateway Solution Key Benefits

- ✓ No changes to the existing PBXs
- ✓ Robust, industrial-grade design
- ✓ Built-in firewall and VPN technology for secure communication
- ✓ Smart, Linux-based platform allowing for local intelligence
- ✓ Versatile wireless and wireline options (e.g. GPRS/EDGE/Ethernet)

Industry: Telecommunications
Customer: A renowned telco
Solution: Arctic GPRS Gateway + internal data storage

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The Arctic GPRS Gateway Effectively Integrates PBXs to IP Networks

The communication gap was successfully filled with Viola's Arctic GPRS Gateway, an industrial-grade serial-to-GPRS gateway featuring a built-in firewall and VPN.

A serial port of a PBX is connected to a serial port in the Arctic GPRS Gateway. And that's it.

... and Brings Extra Intelligence to the PBX End

The Arctic GPRS Gateway is smart; it adds intelligence to the PBX end. It gathers and preprocesses the information for telco's centralized information system.

... and stores the PBX information locally

The Arctic GPRS Gateway locally receives and fetches information from the PBX and then saves the retrieved information to Arctic's own data storage. Telco's centralized information system collects information regularly from Arctics' data storages via FTP (File Transfer Protocol).

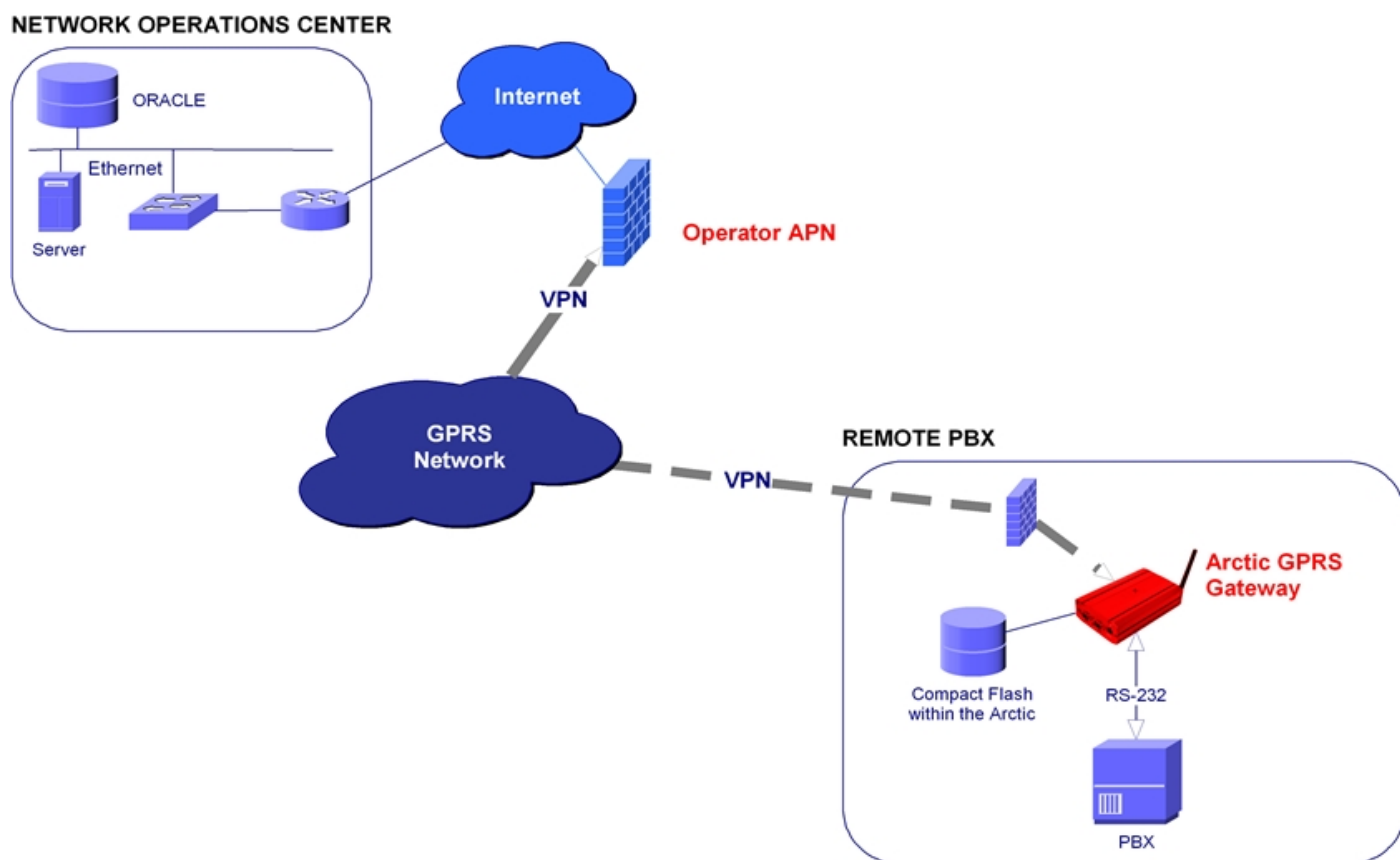
It Networks everything!

For wireless or wireline network-enablement of any telecommunication infrastructure device, such as a **legacy PBX equipped with a serial port**, the Arctic GPRS Gateway, featuring a built-in firewall and VPN, is a robust, versatile and easy to deploy solution.

Want to know more?

Call our number +358-(0)201-226 226 or send email at sales@violasystems.com.

For more information, please visit at www.violasystems.com



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About Viola M2M Solution™

Unlike many competitors who sell boxes, Viola delivers a total secure end-to-end connectivity solution that seamlessly integrates remote devices and sites to centralized management systems such as SCADA or HP OpenView. No changes to existing systems are needed. Viola M2M Solution™ is an install-and-forget-it, hassle-free approach. In addition, Viola M2M Solution™ is operator-independent; it allows customers to implement two-way data communications in a similar manner all around the world.

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