

LINK TELECOM

using VoIP to increase capacity on existing PBX infrastructure

aql are a technology provider for Link Telecom.

Link telecom are one of the few Samsung Platinum Resellers, installing the latest Samsung Business PBX units.

The example below shows how a Samsung PBX can be used for traditional telephony and further enhanced by using VoIP (SIP) trunks.

The Solution

The Customer uses BT "divert when busy" to divert any busy calls to an aql local number (a Leeds 0113 number).

The leeds number is terminated on the aql voice switches and then converted to Voip (SIP) traffic.

This SIP traffic is then sent from the aql network, across the internet, to a SIP card within the Samsung PBX, thus delivering the excess calls across the internet.

Advantages

Lower monthly costs, flexible - can grow as the Customers business grows.

Business continuity

Should there be a telephony or power failure at the main site, aql can handle the full call load and divert calls to home workers via VoIP.

The Problem

Customer X has a Samsung PBX with 30 traditional BT lines. The customers call load, on average is 15 calls continual and 40 calls peak during lunchtime.

The customer is faced with the need to upgrade and purchase at least 10 more BT lines in order to avoid problems with busy periods. This means that the business is paying rental on lines that are only utilised for less than 5% of the time.

