

CASE STUDY #3 – Finance & Legal

A Financial & legal business located in Brisbane CBD. Existing Alcatel Telephone (PBX) system about 18 months old.

The existing telephone is valued and the business wishes to take full advantage of much lower call rates. Reducing call spend was a primary requirement but not at the cost of a new telephone system. Additional features such as individual direct inward dial numbers and Voicemail may also be required later on.

Due to cost restraints and the small size of organisation it was important that the service coexisted with existing data/ ADSL service.

SOLUTION:

Upgrade existing modem/router + DSL line. Attach a number of vacant PBX lines to a black box connecting the PBX and local (Ethernet) network.

Using Existing handsets and Ensuring that the new lines can be accessed with an agreed prefix (e.g 9 or 6 as a example). This way users can distinguish between making original (expensive) call and new (cheap) call.

Apart from minimal additional cabling from existing telephone system to black box and black box to existing office network there is no other cabling or handsets involved.

OPERATION:

No change in operation than before except that there is control mechanism to prioritise voice on the network and a new designated prefix to select the new lines. As a result of new operation this frees up existing Telstra lines and allowing a greater number of existing calls inbound. Most outbound calls will now be utilising new low cost lines.

BUSINESS BENEFITS:

Extend the life of a traditional PBX, Offer Greater call capacity handling at minimal capital cost. Potential to reduce some Telstra lines/ rental and certain lower call costs.