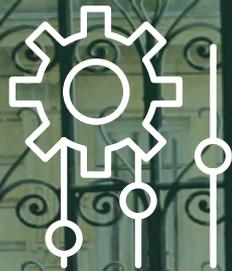


ApplianX Gateways in Local Governments

Cases of city councils across the UK using ApplianX to update their antiquated telecommunication systems



Aculab's Gateways systems have been pivotal in enhancing multiple councils' telephony infrastructure while minimising the disruption associated with migrating to IP based solutions.

“As a result of deploying this solution, we've been able to continue our planned migration to a full IP network with minimal cost and no disruption to any of the services we offer. I can't think of a better outcome than that.”

A Midlands City Council

Aculab assisted the Chief IT Architect of a Midlands City Council who wanted to minimise the disruption of migrating to a new IP based telephony infrastructure. The City Council had a large installed base of telephones (8000) and PBX equipment (13) linked by a private network.

This infrastructure was based on 1980's technology which needed to be refreshed. Cisco CM IP PBXs were chosen for the core switching but the extensive retraining required, technical knowledge needed and the disruption to working patterns were major concerns to the council. To minimise these complications, a more gradual approach was taken and the Aculab ApplianX was selected to provide gateway functionality. The ApplianX connected the new Cisco Switches based on IP to the old ISDX switches, based on TDM.

This approach meant the decommissioning and installations took place on a site-by-site basis, allowing the IT team to iron out problems and learn valuable lessons gradually.

Another consideration was the level of acceptance of the new systems by the council employees. But as our customer said: "The beauty of the ApplianX gateway is it's comprehensive support for DPNSS supplementary services". So, heavily used features on the old systems, like "camp on", could be preserved and used when placing calls to the new systems. This mitigated many concerns throughout the council.

"Despite this gradualist approach, the rollout was actually achieved ahead of time because major disruption was avoided."

"Our DPNSS, while totally reliable, was limited in scope because it could not integrate easily with IP technology. Replacing the entire population of DPNSS boxes didn't make financial or operational sense at the time. What we needed was a way to bridge the TDM and IP worlds to give us a solution that could help us address our existing and future needs. Fortunately, we were introduced to Aculab's ApplianX gateway products, which were perfectly suited to address our needs." - Chief IT Architect for the city council

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gateways



A West Country Council

Our team worked closely with the project team of a Cisco Gold partner to install Cisco CM IP PBXs across a West Country County Council. Their remit was to prevent any disruption of service. The Council is required to provide robust services throughout the county and nothing can be allowed to interfere with those operations.

Cisco Switches were to be co-located with local iSDX switches to minimise costs and once again the supplementary services of the ApplianX allowed seamless interworking between the technologies thus eliminating the fear of disruption to service.

As a result, the Council experienced no down time.



A South Midlands Council

We worked with the IT and Telephony Manager of a South Midlands Council when old TDM lines were to be terminated. The Council had a network of PBXs based on the iSDX and old Nortel Meridian equipment. These PBXs are expensive to replace and, given the uncertainty over staff working locations, the advent of Cloud solutions and the variety of on-premise PBX VoIP solutions available, the team wanted more time to consider the best solution.

The pressing issue was that the old DASS2 lines were being decommissioned and the inter-PBX tie lines were becoming expensive in comparison to WAN links. Also, the impending ISDN switch-off would mean the ISDN lines would eventually need to be swapped out too.

“Very few organisations can afford to conduct a wholesale replacement of their existing communications technology. The vast majority of businesses and government agencies we talk to want to implement a planned migration that allows them to extend the lifecycles of their current technologies, and mitigate any potential disruption. The ApplianX IP Gateway is perfectly suited to help these customers transition to IP in a cost-effective and operationally efficient manner.”

The ApplianX comprehensive protocol support provided the ideal solution. ApplianX could connect to the Meridian’s Q931, the ISDX’s DPNSS and convert to SIP for the WAN backbone. SIP Trunks into the ApplianX could convert to ISDN and DASS2 on premise, meaning the DASS2 and ISDN trunks could be turned off and converted to cheaper SIP trunks.

The result was Council bought the valuable time to consider the options going forward at marginal cost.



About Aculab

Aculab is an innovative company that offers deployment proven technology for any telecoms related application. Its enabling technology serves the evolving needs of automated and interactive systems, whether on-premise, data centre hosted, or cloud-based.

Over 1000 customers in more than 80 countries worldwide, including developers, integrators, and solutions and service providers, have adopted Aculab's technology for a wide variety of business critical services and solutions.

Aculab offers development APIs for voice, data, fax and SMS, on hardware, software and cloud-based platforms, giving a choice between capital investment and cost-effective, 'pay as you go' alternatives.

For more information

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