

Sangoma's Analog Cards Help Make EPOKA University IP PBX Exceptional

SUMMARY

Customer:
EPOKA University

Partner:
Synapse ATS

Solution:
Elastix PBX

Featured Sangoma Product(s):
A200 cards

"They have now in place a system which is easily expandable that can support additional users and sites."

Bernard Toci
CEO of Synapse ATS



THE CHALLENGE

EPOKA University, located in Tirana the capital city of Albania, was running a legacy PBX system and each time it wished to add new users, it was very expensive.

Epoka University was established and is owned by the "Turgut Özal" Education Institution which also established the much-acclaimed system of Turkish primary and high schools. Although it is an international institution and known to be one of the best national leading private research universities, it needed a phone system that could support its goals of becoming one of the best universities in the entire region.

The existing system lacked common features, like interactive voice response and voice mail, and could not support time conditioning, video calling, call recording or billing. It was time for a change. But not any new phone system would do. The replacement had to be flexible, easily expandable and provide all the advanced features common in today's telephony environment, including, IVR, voice mail, call recording, video calling, and billing system integration.

THE SOLUTION

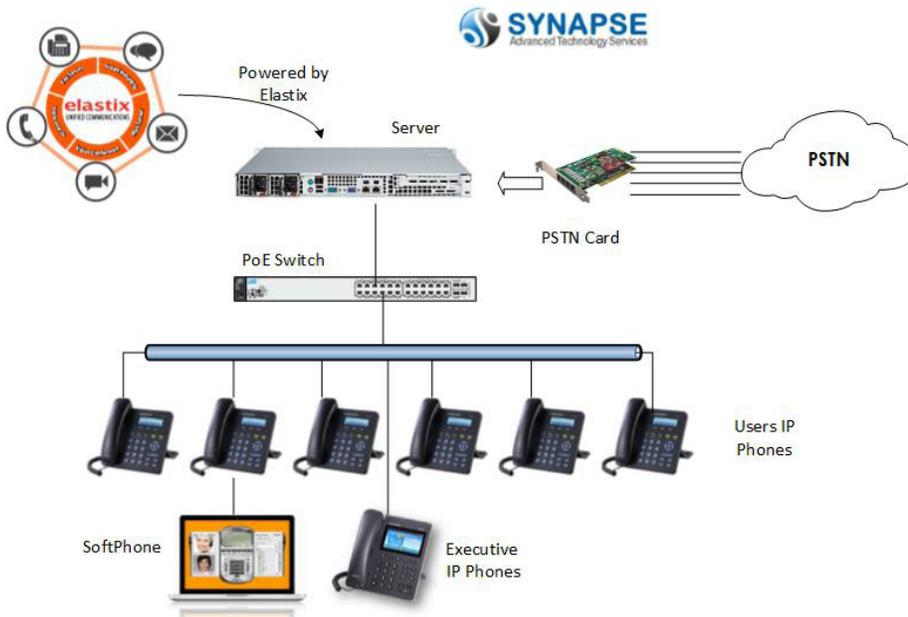
In order to achieve their goals, EPOKA University employed Synapse ATS Sh.p.k as their implementation partner.

Synapse recommended Elastix installed on a SuperMicro Server as the platform of choice for EPOKA's PBX and chose the reliability of Sangoma's A200 analog cards installed directly to the server for high quality voice over PSTN connectivity.

Now, EPOKA University has in place a professional IVR platform which they were missing before.

They can control their calling costs by using built-in billing and reporting system, by using PIN sets for different routes and users. The receptionist has a web based operator panel, which helps to check all the line and user status before transferring a call. Users can use now their own Voice Mail inbox and time conditioning for handling their calls; they can use conferencing and phone book directory.

“They now have in place a system which is easily expandable that can support additional users and sites,” said Bernard Toci, CEO of Synapse ATS. He added, “The system now supports advanced communication features, and it is easy to manage and operate through an easy-to-use web interface.”



FOR MORE INFORMATION:
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Sangoma is a leading provider of hardware and software components that enable or enhance IP Communications Systems for both telecom and datacom applications. Sangoma’s data boards, voice boards, gateways and connectivity software are used in leading PBX, IVR, contact center and data-communication applications worldwide. The product line includes both hardware and software components that offer a comprehensive toolset for deploying cost-effective, powerful, and flexible communication solutions.

With certifications and distribution partnerships around the world – Africa, Asia, Europe, Australia and both North and South America – Sangoma continues to bring innovation, scalability and higher density solutions to the global telecom market. In addition, Sangoma is recognized as a leader in product quality, with many of its board products being covered by a lifetime warranty.

Founded in 1984, Sangoma Technologies Corporation is publicly traded on the TSX Venture Exchange (TSX VENTURE: STC).

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THE PARTNER



Synapse ATS is an IT Service, Solution and Education Provider Company that helps customers to plan, design, implement, maintain and operate their IT infrastructure. The company’s offering includes

consultancy, outsource services, integration, education, managed and hosted services. Its core competencies are networking, communication, collaboration, data center, and physical security.

<http://www.synapse.al>