Merchant Platform Integration Made Easy with Express for Lync

SUMMARY

Customer: CardNET
Partner: Objectlink SRL
Xmartek
Featured Sangoma Product(s): Sangoma Express for Lync

THE CUSTOMER

CardNET oversees more than 50,000 POS terminals in the Dominican Republic and is the nation’s leader in merchant bank card processing. The company specializes in transaction management solutions for e-commerce infrastructures, as well as providing other electronic payment and transaction processing services. Affiliated with all the major credit and debit card associations, CardNET proudly offers its customers POS equipment, transaction routing and authorization, electronic check processing and conversion, Internet-based processing services, loyalty program support, risk management, and fraud protection.

THE CHALLENGE

CardNET’s Nortel PBX infrastructure had become obsolete. Support was no longer available from local suppliers, and the company needed to migrate to a new voice platform that could maintain constant availability while also eliminating service interruptions, and giving absolute security and integration while providing a migration path to a fully SIP based system.

CardNET needed a solution that would route calls to the appropriate platform, while reinforcing the security of those calls. In addition, the migration had to maintain the same dialing plan for all platforms, while remaining completely transparent to the end user.

Using the Express for Lync server per Xmartek’s recommendation, Objectlink was able to migrate CardNET’s outdated telecommunications platforms, so that both its Nortel CS1000 and its Lync users are fully integrated onto one simple-to-use system. CardNET now can utilize SIP trunking with the Express for Lync’s built-in gateway to route calls to the appropriate channels while providing seamless reliability handling communication between customers and employees.

THE SOLUTION

After analyzing CardNET’s needs, Objectlink partnered with Xmartek to help weigh solutions. Together the two companies quickly realized that Sangoma would be best able to provide the telecommunications solution that the company needed to integrate its Internet and telephony platforms. The Express for Lync all-in-one server was chosen for its ability to combine several different functions in one easy solution.

“Sangoma’s Express for Lync was the ideal all-in-one solution to update and integrate CardNet’s telecommunications platforms. We looked at all the options in the marketplace. Sangoma was the best—easy to deploy, easy to operate, great customer support. We couldn’t be happier.”

Gilberto Molina, Executive Director, Objectlink
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THE PARTNERS

Objectlink is the leader in implementation and development of Microsoft Lync solutions in the Dominican Republic, with the most Lync-certified technicians and IT technicians of any corporation in the country. The company understands that data and telephony security remain of upmost importance to its customers, and prides itself on the quality of its customer service and support.

http://www.objectlink.net

Xmartek was founded in 2005. It has put together a seasoned team of IT experts in order to help customers with all of their communication needs. Xmartek provides quality solutions in Consulting, Telecommunications, Networking, IP Convergence, ROI Analysis, Security, Virtualization, Cloud Computing, Storage and Business Continuity Planning.

http://www.xmartek.com

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 voice and data cards, gateways, SBCs 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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