



Airbus Defence & Space Partners with Bicom Systems PBXware for a Reliable Communications Solution that Works in Remote Locations

Overview

Airbus Defence & Space, formerly known as Astrium, provides over-the-top services to all their customers using Satellite connectivity. Their customers include large NGOs and organizations with presence in very remote regions, in particular in Africa.

Challenge

The need for reliable communication requires Airbus Defence & Space to deploy the best and most advanced technology on the market. Users of their telephony system register and pass calls over satellite transport which translates to a need for complete functionality and reliability. Airbus Defence & Space was looking for a cost effective and reliable solution that would allow them to optimize voice solutions and create a standardized product. Two of their main priorities were:

- Simplifying and streamlining the management of multiple tenants on its voice solutions platform
- A solution for customers that register and pass calls over satellite transport

Solution

Airbus Defence & Space found its solution in Bicom Systems PBXware Multi-Tenant which provided simplified multi-tenant management and was customized to meet the needs of satellite clients. The custom work enabled the group to connect remote Cisco SIP Gateways to SIP Extensions in order to make and receive calls from remote offices.

Their remote offices require a low-bandwidth solution which can be either Centrex, for small sites, or remote IPPBX, for larger sites. In this case, the solution is based on the M1000 or M2000 appliances. This solution permits traffic to stay locally on short or far reaching WANs rather than having to use valuable bandwidth of the satellite service but that users can connect or be connected directly with their HQs using the satellite.

Local users can make outgoing calls to external numbers, local DIDs, on-net numbers, and extensions within the tenant. They can receive incoming calls from DIDs assigned to them, on-net numbers that are mapped to them, and a given extension's range that is mapped to that SIP extension.

Case Study Summary

Client

- Airbus Defence & Space

Business Challenges

- Find a reliable voice solutions platform
- Simplify the management of multiple tenants
- Provide a solution for customers using satellite links to voice service

Solutions

- Bicom Systems PBXware Multi-Tenant
- Custom work solution
- M2000
- sipMON

Results

- Reliable communications
- Peace of mind

Partner

- Airbus Defence & Space, formerly known as Astrium, provides over-the-top services to all their customers using Satellite connectivity.

Case Study / Bicom Systems

The system includes hardware redundancy in the Airbus Group Data Center which ensures a five-nines delivery for life-critical missions.

Call quality is monitored by sipMON, a VoIP monitoring and troubleshooting solution that analyzes and records SIP calls in real time. sipMON helps to track the latency on the satellite and maintain an optimal quality of service.

Unified Communications Suite

- **SERVERware** is a next generation cloud IP services delivery platform
- **PBXware** is the world's first professional Open Standards Turnkey Telephony Platform
- **TELCOware** is our Telco Management platform
- **gloCOM is the** world's most unified global communicator desktop and mobile application
- **sipPROT** is the most secure and reliable module that provides protection against SIP attacks
- **sipMON** is the most advanced network packet analyzer tool monitors jitter, packet loss, latency, delay



Implementation

According to Airbus Defence & Space, the implementation process was simple and successful. It began with a discussion of requirements "with a very professional team that could always provide the best answer and explain the consequences of our requests" (Brice Bourrouillou, Product Manager Voice, Airbus Defence & Space).

Once the solution was in place, there was a week of training with Bicom Systems that enabled them to use and even adjust the system on their own via a web-based system and API.

Implementation with End Users took more time, but went smoothly and only required two days of training.

Results

This solution gives Airbus Defence & Space “a very resilient and high-quality voice service for our customers with reduced workload on implementation and support” (Brice Bourrouillou, Airbus Defence & Space). This gives them peace-of-mind from a highly reliable system and the ability to guarantee the same to their users.

Airbus Defence & Space looks forward to eventually implementing a second PBXware-based voice platform for increased growth and advancement.

Give us a call today at +44 (0)20 3399 8800 or visit: www.bicomsystems.com

BICOM SYSTEMS

To learn more about Bicom Systems and its communications solution visit us online:



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