Dell Global streamlines its Communication System with flexible and highly scalable Bicom Systems PBXware solution, without costly extension in the long run

Overview

Since the Peace Process in Sri Lanka has allowed stability, Bicom Systems has found itself supporting its local partner Vence System on an ever increasing number of interesting projects. Vence System is a complete solutions provider in IT infrastructure that focuses primarily on IP and Power Solutions. Established in 2002, Vence System began with the power sector and has since grown to become a complete IT Infrastructure Solutions Provider for modern businesses and homes. Vence System uses Bicom Systems PBXware to better serve their market and customers.

Challenge

Vence System approached Bicom Systems about six years ago seeking a telephony solution that was feature-rich & technologically superior, offered high-stability call handling & great support, and was willing to create custom solutions. They found their solution in PBXware and began serving customers.

In this particular case, Dell Global was looking for a new communications system that would allow them to grow and expand for years to come; a long-lasting solution that would not need to be replaced or upgraded down the road. They also wanted a system that would help them to overcome the license barriers they faced in Sri Lanka.

Solution

Dell Global considered both Vence System and Avaya, the major competition in Sri Lanka. Dell did a trial of both solutions and ultimately decided that Vence System and Bicom Systems offered a more economic and feature-rich option. The Conference Bridge Facility with PIN Security was of particular interest to Dell and an important selling point.

Avaya's offer would have involved a license restriction that would cost more later. Vence Sytem's solution would allow them to avoid that obstacle.

The solution from Vence System included PBXware and Yealink T4X Series IP Phones. As the official Yealink distributor in Sri Lanka, Vence System is able to offer a very high value of telephones at a much lower cost than the competition.

Case Study Summary

Client
- Dell Global

Business Challenges
- Find a feature-rich, scalable, high-available solution to support Dells transition to a faster, more efficient solution
- Select an easily configurable solution that does not require to reinvent current processes

Solution
- Bicom Systems PBXware

Results
- Ease of configuration enabled rapid implementation and seamless integration into Dells processes
- Reduced TCO, improved peace of mind
- Enables to scale as needed while increasing flexibility and cost-efficiency

Partner
- Vence System is complete solutions provider in IT infrastructure based in Sri Lanka that focuses primarily on IP and Power Solutions. Established in 2002, Vence System began with the power sector and has since grown to become a complete IT Infrastructure Solutions Provider for modern businesses and homes.
- Vence System began using Bicom Systems PBXware about six years ago to better serve their market and customers

Implementation

Vence System reports that the implementation process went smoothly with very few obstacles.

The main hiccup was gathering resources in a short timeframe. Dell Global needed the solution within one week and requested a high-end telephone model that Vence System does not keep in stock. Importing the telephones requires government approval and usually takes two weeks or more.

With help from Bicom Systems support, "which is always instant" according to Vence System, they were able to import and install the telephones within the week timeframe.

Results

Dell Global is satisfied with their new solution and will now be able to freely expand, grow, and enjoy extensive features without license barriers. They look forward to using the same system for years to come without changing or upgrading. Vence System is pleased to have another big company on their record and one more piece of proof that their solution is superior to that of Avaya.

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:

in LinkedIn   Blog   Twitter   f Facebook

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 Managment 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