BICOM SYSTEMS CASE STUDY
Ready for Ramadhan : How Islamic Relief reshapes its communication infrastructure

OVERVIEW

When Islamic Relief UK first began shopping around for a new telephony solution for their head Office in London, the phrase "Voip" may have sounded a bit like an industry cliché. However, they soon realised the project was just not all about telephones, but computer infrastructure and 21st century communications.

Islamic Relief UK (IRUK) is an international relief and development charity, which aims to alleviate the suffering of the world's poorest people. It is an independent Non-Governmental Organisation (NGO) founded in the UK. As well as responding to disasters and emergencies, IRUK promotes sustainable economic and social development by working with local communities.

IRUK currently has field offices in Afghanistan, Albania, Bangladesh, Bosnia, Chechnya, China, Egypt, Kosova, Indonesia, Mali, Pakistan, Palestine, and Sudan, and carries out further projects in Ethiopia Jordan, Kenya, India, Iraq Somalia, and Yemen.
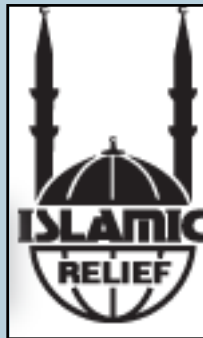
CHALLENGE

The call centre for IRUK was based in the Birmingham office and decision was made to move it to their London based HQ. The London HQ had previously implemented an IP PBX solution which was not reliable or able deliver call centre functionality.

IRUK talked to Abdul Pirbhai from businessIP to help facilitate and consult in the provision of a new call centre IP PBX solution. A review was completed of their IP Network and windows infrastructure. Consideration of current cabling and future organisational objectives were analysed and discussed.

SOLUTION

In order to deploy VoIP a new LAN and VPN infrastructure would be required. It was proposed that the LAN be upgraded to support advanced QoS features and enable in-line power to be provisioned to the desktop to support IP phones using Cisco Switches.

A dynamic fault tolerant switched network was designed and implemented by businessIP which was robust, secure and reliable.

A VPN connection terminated to the Birmingham office to carry overflow calls when the call centre was running at full capacity. The VPN would also allow Birmingham IT support to administer servers and PC's in London

The Avaya IP office PBX solution was deployed in a centralised design which provided telephony services for handsets in London and remote sites in the near future.

The solution was completed on time with minimal disruption to business, Ready and tested for the Month of Ramadhan

"businessIP's telephony expertise, technical know how and ability to understand and anticipate our needs helped to make our Call centre, a smooth and seamless transition. We look forward to continuing to work with them"
Tahir Mahmood, IT Analyst / Network Administrator