



Case Study

IP PBX Solution



PBXware

Supports a wide range of PSTN and VoIP technologies,
all deployable as a single unit or redundant network

Centracom is a leading ICT Provider in South Africa. Founded in 2008, Centracom emerged as a conglomeration of a few companies to replace more antiquated technology with VoIP. Centracom quickly grew to a full Voice Service Provider.



The Challenge

As that growth continued, Centracom began looking for a comprehensive IP PBX solution that they could host in their own environment and deliver to customers.

They were hoping to stay local because trying to coordinate support between South Africa and North America, or even Europe, is no walk in the park.

The problem was that very few companies in South Africa offered hosted solutions, especially solutions diverse enough to include MT and Call Center.

Centracom's Technical Manager typed "multitenant voip South Africa" into Google and Bicom Systems popped right up. He clicked onto the website, created an account, and began browsing.

Just a few pages in, the phone rang. It was Bicom.

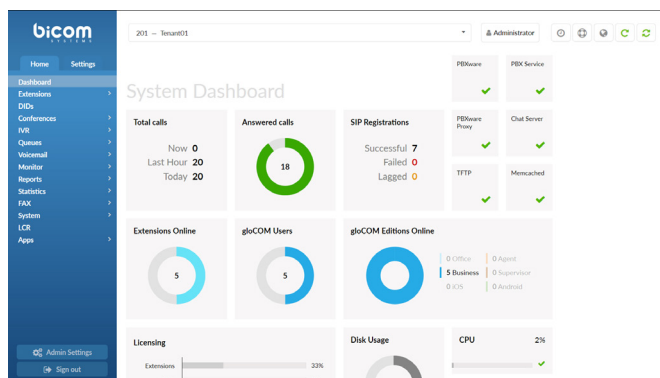


The Solution

After that initial call, Centracom spent about two months negotiating with Bicom Systems before officially signing-on. Today, they say it was the local representation that really sealed the deal. Being based in South Africa, Centracom is accustomed to slow responses and unending conversations with international providers. But with a Bicom representative in town rather than across the ocean, support and responses were quick. And it was not only the speed of the communication that impressed them, but the quality of service as well.

Another factor key to their decision was the ability to download and play with a demo before making a commitment. The transparency made it really easy to trust the product and the provider.

Finally, the fact that PBXware comes in 3 versions (Business, Multi-Tenant, Call Center) and can be hosted in the reseller environment was ideal. This diversity meant that Centracom could use this solution for all of their existing customers and any that may come along in the future.



USER AGENTS DAHDI

Brand: All Status: All Search: Search for User Agent

User Agent	Protocol	Auto Provisioning	Extensions Count
Aastra 480i	SIP	0	0
ANSTRA 53i	SIP	0	0
ANSTRA 55i	SIP	0	0
ANSTRA 55i	SIP	0	0
Aastra 9112i	SIP	0	0
Aastra 9123i	SIP	0	0
Alcatel IP300	SIP	0	0
Alcatel IP3020	SIP	0	0
Alcatel IP350	SIP	0	0
Alcatel IP2000	SIP	0	0
Alcatel IP2015	SIP	0	0
Alcatel IP3000	SIP	0	0
Alcatel IP4000	SIP	0	0
Alcatel IP9000	SIP	0	0



The Implementation

After making the commitment, Bicom Systems installed a live system within the Centracom offices. After satisfactory internal testing, Centracom began rolling it out to customers.



The Conclusion

That was just the beginning. Now that Centracom has confidence in the product and the provider, they are preparing to roll out a SERVERware cluster model.

Centracom has many enterprise customers, and this customer base continues to grow in strength from month to month.