



faces not numbers



Solutions for SIP trunk replacements of ISDN30 channels :

RM Education plc

the challenge

RM Education is a global company, focused on supporting teachers to teach and learners to learn. RM provides innovative products from classroom resources, through school technologies to systems for marking exams and delivering school performance data.



RM has a very large UK call centre with 300 channels of ISDN30. This call centre is their main point of contact with their customers (primarily schools and colleges) in the UK. RM has deployed a new Wide Area Network in the UK and upgraded their telephone system to Avaya Aura. They wanted to use their WAN for VoIP and thus reduce their ISDN30 costs.

the solution

A BIG PROJECT WITH MANY CHALLENGES

There are very few call centres in the UK big enough to have 300 ISDN30 channels. There are even fewer that want to migrate them all to SIP. The project offered several key challenges:-

- 300 SIP trunks to replace ISDN 30 channels
- 1700 DDI numbers to be ported into VoIP
- Inter-operability testing was required with the relatively new Avaya Aura telephone system
- BT had never before agreed to allow a customer to connect directly into their IP Voice Services network.
- Once connected to BT, the RM network needed to be protected against fraudulent access

300 SIP TRUNKS AND 1,700 DDI's

The 300 SIP trunks were transferred from ISDN30 in phases with a careful project plan to port DDI's at the right time. The DDI porting process takes longer than the set-up of SIP trunks.

case studies





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RM Education plc continued

INTER-OPERABILITY TESTING WITH AVAYA AURA

It is absolutely critical to complete inter-operability testing with the specific type of PBX telephone system being used. You cannot simply plug-in a SIP trunk to a telephone system and expect it to work. BT completed rigorous testing in their laboratories, before any SIP trunks were provisioned. We have now completed inter-operability testing with almost all of the major telephone systems in the UK – ask us for the complete list.



CONNECTING RM'S DATA NETWORK DIRECTLY TO BT'S NETWORK

AdEPT Telecom designed a solution that enabled RM and BT to connect directly at 2 data centres in London. This also involved deploying carrier-grade Session Border Controllers to ensure that RM's network was secure from potential fraudulent access. AdEPT's solution was the first time that BT had ever allowed a customer to connect directly to their IP Voice Services network.

the end result?

RM reduced their telecom costs by **36%**;

a saving over **£100,000** over 3 years

BT wholesale

VoIP for BUSINESS is powered by

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