

## Case Study

### secion GmbH opts for innovaphone

The specialist for IT security solutions replaces its old telephone system and opts for the innovaphone PBX including voicemail and fax integration. secion is thus perfectly equipped for the communication needs of the future.



# Modern communication solution for Hamburg-based IT company

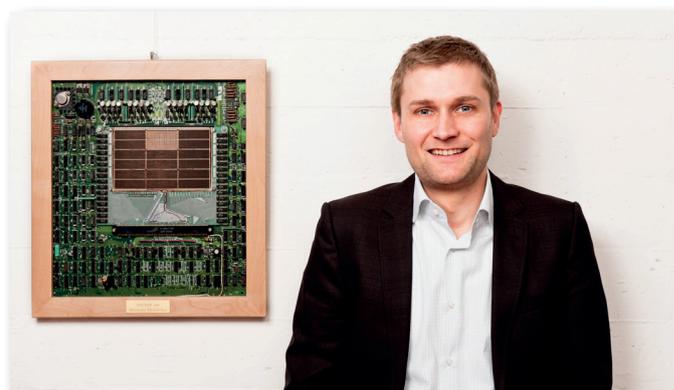
secion GmbH has its headquarters in Hamburg and is an established specialist for IT security solutions. Customers include large companies as well as medium-sized companies and small businesses, who appreciate secion's comprehensive expert knowledge and the continuity of the customer liaison and support offered. For many years, an Asterisk PBX that had been configured by secion itself managed secion's telephony. There was an urgent need to find a modern communication solution that was, at the same time, both stable and reliable. The innovaphone PBX fit exactly into the Hanseatic Company's requirement profile.

## The user

- Specialist for IT security solutions
- Company founded in 2004 and based in the Hanseatic City of Hamburg
- Slogan: „Made-to-measure service - for the sake of security“

## innovaphone PBX: Convincing aspects were cost and ease of administration

The Asterisk PBX, which was setup by the company itself and had been in use since the company was founded in 2004, was beginning to show initial signs of fatigue. As the effort involved in maintaining the system increased, the question of replacing the system with a new telecommunications system arose. Those responsible at secion scanned the market, specifically evaluating commercial IP PBXs. The innovaphone IP systems were recommended to secion both by a customer, who had been impressed by the compact design, and by the assigned system house for corporate communications, trizwo GmbH. "We quickly set up a test situation that fully convinced the customer of the merits of the innovaphone PBX," recalls Anne Muth, Managing Director of trizwo. secion placed great importance on reliability; simple integration of new work stations and home offices; fax integration and availability of modern UC applications. These are all issues that are completely covered by the innovaphone PBX: "The innovaphone PBX ensures a cost effective solution that can be managed



Marcus Henschel, Managing Director of secion GmbH

in-house and that is very easy to be put back into operation, should a failure occur," confirmed Anne Muth.

## The challenge

- Integration of home office work stations
- Stable fax connection required
- Easy integration of new work stations
- Second phone number should be setup
- Integration of existing devices

## Reliable fax connection, modern UC applications

A total of 16 subscribers were connected to an innovaphone PBX type IP800 with 4 S0 ports. In addition, there were two home office work stations, which were also integrated in the corporate network. Fax integration is realized via an innovaphone IP22 IP analogue adapter: "This eliminated one of the old system's central problems," explains Marcus Henschel, Managing Director of secion GmbH. "The fax connection was very unreliable. The new system meant we could be sure that our fax traffic was stable. The smooth running of the business processes is of major importance," continues Henschel. UC applications play a significant part in this. Secion attaches particular importance to the innovaphone Voicemail - a network-wide voicemail solution available for every subscriber on the innovaphone PBX. This allows recorded messages to be listened to, deleted, repeated and stored. If required, the subscriber can be called back immediately and directly



from the Voicemail menu. Personalized announcements can be recorded and managed directly over the phone.

### Redundancy concept with standby PBX

The innovaphone PBX is characterised by a high degree of stability and reliability. In order to ensure that company communication runs smoothly even in the unlikely case of system failure, it is possible to set up a second PBX running in a redundant secure system. seccion decided on this solution and a second IP800 VoIP gateway was setup as a standby PBX, which immediately takes over all the features of the PBX should the main system fail. Thus, seccion continues to be available all the time - maximum security for a reasonable price.

#### The solution

- innovaphone PBX with IP800
- Fax integration via analogue adapter IP22
- innovaphone Voicemail
- Second IP800 as standby PBX

### Special challenges: Second phone number and integration of existing devices

The configuration of the innovaphone solution at seccion entailed one special challenge: the IT security specialist requires a second, completely different phone number on its system exclusively for one customer. „Thanks to the flexibility of the innovaphone PBX, this posed no problem,“ says Marcus Henschel. Another issue was integrating already existing devices. Despite the fact that some of the firmware



innovaphone VoIP Gateway IP800

was no longer up-to-date, integration to the new IP solution was successful - thanks to the open system architecture of the innovaphone PBX.

Meanwhile, all open issues have been solved and seccion is well prepared for the communication needs of the future. Asked how employees are coping with the new solution, Marcus Henschel responds: „99% of our employees are very satisfied with the new system. The system is not that new to us, since we were already familiar with the innovaphone solution due to the previous test setup.“ Henschel even sees a central advantage of the innovaphone PBX, in that: “In contrast to the previous model - today all of the in-house technology department staff can manage the system. Previously, administration could only be taken care of by those staff members who had set up the infrastructure. This meant we were really dependent on them.” With regard to considerations to further extend the communications infrastructure, Henschel says: “Now all lines on the existing system are occupied. If necessary, we can easily expand the infrastructure by adding another IP800 and purchasing additional licenses.”

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# innovaphone

PURE IP-COMMUNICATIONS

