

innovaphone Case Study

LUXSECURITY is Growing and Decides in Favor of a Scalable IP Telephony and Unified Communications Solution from innovaphone



LUXSECURITY

The Luxembourg-based company LUXSECURITY S.A. specializes in the installation and maintenance of high-performance alarm systems.

The dynamic growth of the company alongside changing economic and technological requirements made it necessary to modernize the company's communications infrastructure. LUXSECURITY opted for the scalable and secure IP Telephony and Unified Communications solution from the European IP specialist innovaphone.



“

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”

Calogero Schifano
CEO LUXSECURITY

LUXSECURITY Seeks a Solution that will Keep Pace with Company Growth

LUXSECURITY AG, based in Kehlen, Luxembourg, employs around 20 security specialists who monitor the security of real estate and residents with the help of alarm systems, fire alarm systems, thermal cameras, remote monitoring, fully automatic barriers and other tailor-made, state-of-the-art services. Continuous growth and the need to replace the outdated system with its high running costs with a new, more competitive communication system prompted the company's managers in the Grand Duchy of Luxembourg to modernize the communications infrastructure.

Having thoroughly checked the various systems available on the market (e.g. Cisco, Avaya), the decision was taken to install the solution made by the German IP specialist innovaphone: Calogero Schifano, CEO of LUXSECURITY explains, "LUXSECURITY has grown and needed a scalable Unified Communications solution that would keep pace with future growth. An outdated system was to be replaced by a modern state-of-the-art solution. We were also looking for a high-performance solution for recording calls. At the end of the day, we were convinced by the fact that the system was good value for money and the innovaphone Reporting solution was intuitive to use."

The system specification comprised the following:

- :: Communication and telephone cost reduction
- :: Intuitive Reporting solution
- :: Seamless migration of the existing ISDN lines to the SIP operator without interrupting the ongoing operation

Installation of the innovaphone Solution

Before the changeover to the new system was implemented, telephony at LUXSECURITY was based on a cloud solution hosted by the long-established telecommunications operator Post Luxembourg. The Polycom telephones that were connected to the virtual PBX in the cloud were replaced by innovaphone IP222 phones from the innovaphone design line. An innovaphone IP411 VoIP gateway serves as the PBX. A solution for recording calls was also installed - innovaphone Voice Recording under Windows 10 combined with innovaphone Reporting, which runs on the innovaphone Linux application platform virtualized with VMware. "The installation was completed within a week, with the biggest challenge being to ensure the services continue while migrating the ISDN lines to the SIP operator. The entire telephony solution runs in a network

The Customer - LUXSECURITY

- LUXSECURITY from Luxembourg
- Specialized in the protection and security of people and property
- ca. 20 employees



LUXSECURITY Products

The Challenge

- To modernize an old and expensive infrastructure
- To migrate the existing ISDN lines to the SIP operator without interrupting the ongoing operation
- Reliable solution for recording calls

that is physically separated from the data network.” The CEO of LUXSECURITY continues, “The firewall regulates the management of calls, which we call traffic shaping, in order to guarantee that priority is given to voice. In addition, Windows computers and some smartphones were equipped with the innovaphone myPBX solution, so that our sales staff can also use Unified Communications functionalities when they are out of the office.” They now benefit from numerous UC applications such as video telephony, chat, application sharing, presence and managing favorites, ad-hoc conferences and, of course, mobility.

innovaphone Reporting Application and Voice Recording to Monitor and Record Calls

The innovaphone Reporting application was installed on the Linux application platform in order to provide an overview of the daily call flow and to enable call monitoring and analysis in real-time. Individual filters can be configured, for example by country, service or person. Analyses based on specific times or fixed time periods make it possible to anticipate and defuse bottlenecks without disrupting company communications. In order to record telephone conversations – incoming and outgoing calls on any device: IP telephone, IP DECT or mobile phone – LUXSECURITY uses the high-performance and easy-to-use innovaphone Voice Recording.

Advantages of the New Solution

Thanks to the customized, user-friendly and real-time innovaphone Unified Communications solution, LUXSECURITY employees can now see at a glance which colleagues are available and how they can be reached, whether as part of an audio or video conference, by exchanging documents through application sharing or chat function. The employees are very satisfied with the new communication system and appreciate its benefits: Calogero Schifano summarizes, “The old Polycom system had no UC functionalities, so the innovaphone solution was very well received. The new system provides simple and effective recording. Of course, we had to familiarize ourselves with the new products at the beginning and change old habits. But the instructions from our integrators meant we were able to do this very quickly and easily.”



innovaphone IP phone IP222

The Solution

- innovaphone IP411 VoIP gateway
- innovaphone IP222 design phones
- innovaphone Voice Recording
- innovaphone UC solution my PBX

Benefits for the Customer

- To reduce communication and telephone costs
- Secure and user-friendly Voice Recording solution
- Bespoke user-friendly Unified Communications solution
- Scalable state-of-the-art IP infrastructure

At a Glance



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LUXSECURITY

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