

**snom**

# Case Study Chamber of Commerce Rheinhessen

To demonstrate VoIP the master  
craftsmen at the Chamber use Snom  
Linux-based SIP phones



**Handwerkskammer  
Rheinhessen**

### Section 1 - Background

The Chamber of Commerce Rheinhessen headquartered in Mainz in Germany was founded in 1945 and is responsible for the promotion of trade, craft, industrial law and professional education. Vocational training includes development from apprentice to journeyman and through to master training. On passing their exams a craftsman should be characterized by the highest standards of knowledge and skill. It is the task of the Chambers of Commerce, to impart the latest technical knowledge and know-how. Therefore the constant adaptation of the training curricula to the current requirements of the crafts and professions is an essential part of their work.

### Section 2 – Problem

The fields of electrical engineering and communication are characterized by new developments, such as VoIP, which have to be included in training plans. Stefan Kehrer from the master craftsman's examination Department in the HWK Rheinhessen works to ensure that the course contents correspond to current requirements and deals with the latest technologies. Taking into account the speed with which companies are moving to VoIP, the addition of a course module covering VoIP was only logical. To bring future masters of electrical engineering up to date in terms of VoIP telephony the Chamber needed to deploy VoIP phones.

### Section 3 – Solution

Today training is based on the latest state of the art Voice over IP solutions. Training includes information on how IP telephony allows businesses to deploy telephone services on the existing IP infrastructure used for their computer networks, and how the traditional telephone system, telephone network and all components can be completely replaced. For many companies, this is now a decisive argument: instead of having to use expensive phone systems with expensive system phones, they install a software-based and flexible VoIP phone system and use VoIP phones where extensions are needed. For their practical exercises to demonstrate the technical possibilities associated with VoIP the future master craftsmen at the Chamber use Snom Linux-based SIP phones. As one of the pioneers of

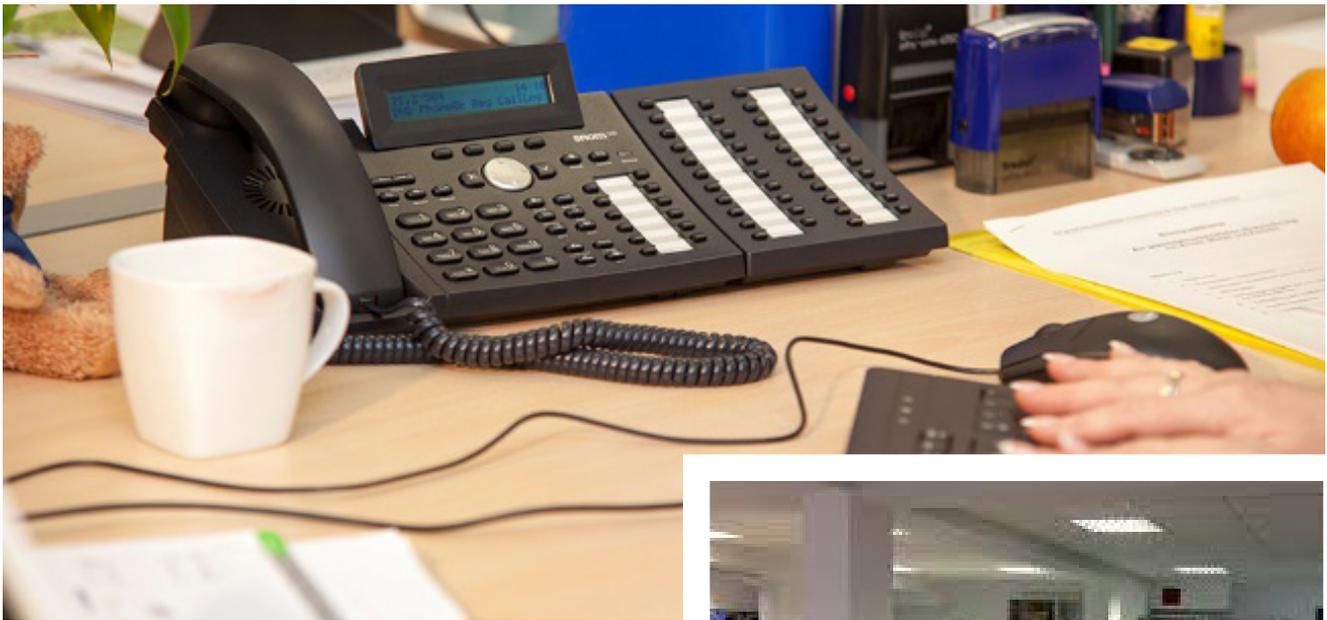
VoIP, the Snom VoIP phones support state of the art technologies such as STUN, NAT, and ENUM in addition to common standards and they work at the highest security levels. Master students learn everything there is to know on the topics of installation and configuration in the field of Voice over IP using Snom phones. This provides a direct insight into pioneering technology in the communication area. Since the Snom phones and their software are very logically constructed and based on the open SIP standard they receive a broad understanding.

### Section 4 - Benefits

With the Snom telephones you can work through various test configurations such as setting up employee profiles and managing address books. In addition, because the phones is based on an open standard and connected to an open source VoIP phone system, the future master of electrical engineering is learning about open source-based solutions that are increasingly being deployed in the market.

### Section 5 - Future

The administration of the Chamber is considering converting the entire telephony system to VoIP in their next upgrade. The Snom IP Phones are on the top of their wish list, since they are already proven by their use in training



*"My Masters students learn everything there is to know on the topics of installation and configuration in the field of Voice over IP using Snom phones"*

*"Snom as leading manufacturer of VoIP telephones gives our students a direct insight into working with a pioneering technology. Since these phones and their software are very logically constructed, and based on the open standard SIP, I am able to give my students a broad view."*

**Stefan Kehrer Master craftsman's examination Department  
HWK Rheinhessen**