

snom

Case Study Orange Dominican Republic

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Section 1 - Background

The Dominican Republic is the second-largest Caribbean nation, covering 48,445 square kilometres and nearly 10 million people, one million of which live in the capital city, Santo Domingo. The Dominican Republic has the ninth largest economy in Latin America and is the single largest economy in the Caribbean and Central American region. Though long known for agriculture and mining, the economy is now dominated by services. The country's economic progress is exemplified by its advanced telecommunication system and transportation infrastructure. The Dominican Republic is the most visited destination in the Caribbean with a lucrative tourist industry and the year-round golf courses are among the top attractions on the island. It also offers physical challenges to the telecommunications operators, as it is a geographically diverse nation, being home to the region's tallest mountain peak, Pico Duarte, as well as the Caribbean's largest lake and lowest elevation, Lake Enriquillo. Mobile coverage is good in the Dominican Republic with four active mobile operators, and the Orange network providing reception in 95% of the country.

Section 2 – Problem

Orange needed a scalable and redundant IPCentrex solution that offered all the features and capabilities of the current licensed solutions on the market, but with reduced implementation costs. Orange was anticipating growth and was looking to reduced implementation costs and costs of deployment as their business expands in the region.

Section 3 – Solution

Snom were happy to support the operation and it was in Voicis Core solution, from ITCenter, that Orange found what they were looking for. Working closely with ITCenter, a system integrator with successful projects implemented all over the world and pioneering solutions in Information Technology sector, Orange identified the Voicis solution as being easily adaptable and able to accommodate the growth of users while also providing a wealth of custom features to allow them to select features according to their needs. Using Voicis Orange has access to all the regular features of any licensed IPCentrex solution. Cost was a key criteria. The ITCenter's Voicis Core solution has provided Orange with a solution that has no licensing costs. It also reduces Orange's cost of installation and support and can be expanded to support an unlimited number of

users. The initial project installation included over 1050 handsets. The handsets selected by Orange were the Snom 710 and 720 state-of-the-art line of full-featured IP desktop phones, suitable for small or large scale deployments. Supporting multiple SIP identities and blending an elegant utilitarian design for high usability with high performance and affordability, the Snom 7xx series delivers a rich set of everyday business telephony features critical to today's real-time, information-driven business workforce. Blending rich features and assured performance with usability and affordability. The Snom 710 and 720 desktop phones are outstanding in their class with superior voice quality, rich features and user-friendly design all

Section 4 - Benefits

The solution presented by ITCenter – Voicis Core – has allowed Orange to install a redundant and scalable IPCentrex solution, easily customizable, with a clean and intuitive management platform, and an easy to rollout cost effective IP handset, and payment by extension as the extensions are created/implemented. All with reduced installation costs.

Section 5 - Future

Orange has invested in a platform that is highly scalable and that will allow them to continue to deploy IPCentrex VoIP services in the region.

