CommuniGate
SYSTEMS

e-DBA offers a range of services and solutions for companies that use Oracle, Unix and Linux. With a management team that is made up of British, American and Australian influences and ideals, they describe themselves as a company that 'makes the most of their customer's in-house resources, whilst adding their own touch of common sense and uncommon knowledge'.

The team also prides itself on creating an open and personable company atmosphere, something which gives a unique culture that can be seen in the long-term relationships which they have with their clients. Their overall key to success is innovative thinking, dedication to excellence in service, the personal touch and last but by no means least, a high level of communication.

CommuniGate's Internet Communications Platform wins hands down against global telecoms manufacturer's solution

CHALLENGE

As with all successful and expanding companies, the management team at e-DBA needed to move the business to new offices and saw this as an ideal opportunity to look at both their present and future communications requirements. Justin Hudd, Director of e-DBA explains further:

"We are a growing business and part of our expansion involved moving to new premises in the Autumn of 2006. Our existing Meridian Norstar phone system was good for purpose at the time we bought it, but had long since ceased to provide everything that we needed, so there seemed to be little point in pulling it off the wall and taking it with us. We knew that we needed a more robust system with more of the latest technology features, as the Meridian could not even perform simple 'forward to remote number' or 'follow-me' type functions. We knew that we needed to do something fairly drastic and so we started to look around for the right solution for the future of our business."

As an IT company itself, e-DBA has relationships with many other similar companies, including GAP Internet Communications. So Justin was already aware of CommuniGate Pro, the Internet Communications Platform which GAPIC market in the UK. They started to look at this in

1

more detail as a possible way forward, but also looked at a more mainstream approach as well. Justin continues:

"We talked to a number of companies, including a BT Wholesale reseller who recommended the Avaya IP Office. We were only looking for a small system, around 15 extensions for now, but with the ability to grow with us. We also wanted to ensure that it had all the latest IP features. We compared the two solutions side-by-side, but at the end of the day it came down to functionality. CommuniGate had everything we needed and more – and although the Avaya solution could do roughly the same from a telephony perspective, we discovered that you needed to add various things along the way to give it the extra capabilities. All of which would cost money as we did so."

As well as being comparable for telecoms functionality, the system also offers far more, including email, SIP, voice and video conferencing, Instant Messaging and groupware. But in this instance, the choice was made purely on its telephony capability.

SOLUTION

After a number of discussions between the two companies, the decision was made in September 2006 and the system was implemented as e-DBA moved to their new premises. This was a challenge in itself as Justin had many problems with his fixed line and bandwidth providers and this resulted in schedules changing at very short notice, as he explains:

"It was a real nightmare, but GAPIC were great. They worked with us to accommodate all of the reschedules and in the end it all came together, regardless of failures by other suppliers. GAPIC were very flexible and eventually spent two days on site getting the system implemented once all the other issues had been ironed out. To be honest, we were a little nervous of the system to start with. There is so much it can do and we've really hardly scratched the surface. We're probably not using even 20% of the features yet.

There is much more to learn and much more to find out. It's one thing to talk about something but quite another to see it in practise, so talking to other customers really helped. During the decision-making process, GAPIC put us in touch with a company that is already using CommuniGate for all of its telephony requirements and they praised it very highly. This really helped us to understand how it works and to see the potential benefits more clearly."

RESULTS

CommuniGate gives the management team at e-DBA everything that they would expect from a phone system including voicemail, call routing, call forwarding, audio conferencing, IVR, unified messaging and of course the 'follow-me' functionality which Justin wanted from day one. It is hardware and operating-system independent, with an easy-to-manage user interface which minimises the requirement for in-depth administrator training. The system has 15 extensions for now and uses Grandstream 2000 IP handsets with Power over Ethernet, plus a number of analogue adaptors which have allowed e-DBA to link faxes and other analogue devices into the system. Justin concludes:

"The fact that individuals can work seamlessly from home offices, logging on via ADSL and then being accessible via their existing DDI number is a real bonus for us. We chose the Grandstream handsets as they did everything that we wanted for a sensible price. There are a number of other options out there but we decided that they were probably too fancy for what we needed.

We were very happy with the service we received from GAPIC. They were very good and dealt efficiently with any problems that we did encounter during the implementation, including working closely with the US developers to make sure that we got exactly what we required. The system is everything we expected and more, lots more. In fact, we're already talking to some of our customers about CommuniGate and also considering offering it ourselves as a hosted solution. I guess you can't get a better recommendation than that".

CommuniGate
S Y S T E M S

www.communigate.com