



Solution Case Study

Framework Trust

Talk|2 IP Telephony



Framework Trust delivers community based mental health and intellectual disability services in Greater Auckland from strategic locations throughout the city. Among non government agencies, it is a leader in adopting an integrated approach to its delivery of services.

The Problem

Framework Trust's obsolete PABX was due for an upgrade at the Head Office after failing numerous times. The main group of phone users were split over two separate sites. One of the requirements was to achieve savings on calls between users at the two sites. Another requirement was to have visibility of the users' availability between the locations. The reception was inundated handling and redirecting calls.

The Solution

BTG recommended the implementation of the BTG Talk|2 VoIP solution with a centralised IPBX operating handsets at both main sites. BTG also implemented Security and QOS on the existing WAN link to allow Talk|2 IPBX to operate both offices. This enabled cost savings on calls between both sites with VoIP over an upgraded WAN connection. The implementation also included Talk|2 GSM interconnect to reduce call costs to a wider mobile handset fleet. The highly customisable automated attendant features managed to reduce the call handling workload on the reception staff.

The Value Offering

The IPBX solution BTG recommended and implemented achieved all of Framework Trust's requirements. The Talk|2 solution provides free calling across the two main sites and extended mobile fleet.

- Voice Mail
- Universal messaging
- Automated attendant
- Conference calling
- Call Centre queue's
- Call monitoring and recording
- Call statistics and reporting
- Call forwarding
- Call parking/retrieval
- Interactive Directory List
- Blind and supervised transfer
- SMS Messaging
- GSM Mobile integration
- Music on hold or transfer
- PSTN and/or VOIP Gateways
- Fully managed solution
- Remote fault monitoring
- Helpdesk support
- True IP handsets
- Power over Ethernet support
- QOS Switching environment

It's worth giving BTG a call today, to keep you going tomorrow.



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