

Highly mobile executives use DiVitas to cut international calling costs and improve responsiveness and productivity

ITEC Solutions is a UK based solution provider that specializes in VoIP and IP Telephony, LAN and WAN, Wireless and Network Security technologies. With Authorized Service Partners in over 60 countries around the globe, their sales force and field engineers travel extensively and make many international calls.

Phone bills for a single mobile employee on an overseas business trip could be over \$1000, something that ITEC desperately needed to reduce.

Objective: Reduce international calling costs, and make staying in touch easier for highly mobile staff

“International calling from a cell phone is horrendously expensive,” says Ross Teague, Director of ITEC. “but, in order to stay on top of business while we are traveling, we need to be in contact wherever we are. These days, every hotel has WiFi, so we were in search of a solution that would leverage hotspot WiFi, and thus help us reduce our cell bills.”

But ITEC wanted more than just cost savings whilst traveling. The company was after a solution that would leverage its own WLAN investment and enable calls to be made over WiFi when in the office without compromising the functionality provided by deskphones. They also wanted to ensure all mobile employees could be reached on a single number regardless of their location, and had only one voicemail box to manage.

Solution: Use DiVitas to enable seamless roaming to WiFi whenever possible via a single mobile handset



ITEC turned to DiVitas Networks to reduce its cell phone bills and enable seamless roaming between WiFi and cellular networks. DiVitas also mobilized ITEC’s deskphone functionality so that mobile employees could be reached by a single phone number.

ITEC currently has six mobile employees – sales staff and engineers – on its DiVitas system which is deployed in both of the

company’s offices. Mobile employees stay in touch using a combination of the Nokia E61 and E61i dual-mode phones.

ABOUT ITEC

- ITEC is a UK based solution provider that specializes in VoIP and IP Telephony, LAN and WAN, Wireless and Network Security technologies

THE CHALLENGE

- Reduce international calling costs
- Mobilize the deskphone
- Enable seamless cellular/WiFi roaming for mobile employees

THE SOLUTION

- Deploy DiVitas to take advantage of WiFi networks and spend less on cellular tariffs

THE BENEFITS

- Savings of 85% on international calls
- Increased responsiveness and productivity

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The DiVitas system leverages the company's Cisco WLAN deployment for WiFi and has integrated with two different types of iPBXs: Asterisk and AYC.

“We run Asterisk in Newcastle where the support network is, and AYC at our Wokingham headquarters,” says Teague. “DiVitas was easy for us to set up, and it interoperates well with both products.”

Benefits: Saving 85% on international calls and increased productivity and responsiveness

ITEC is quickly realizing an excellent ROI from its DiVitas deployment based on reduced cell bills alone. In one case, the company achieved an 85 percent saving on its calls.

“A year ago, before we deployed DiVitas, I single-handedly spent about US\$1600 in only one week when I was staying in Egypt,” says Teague. “In comparison, a year later, my colleague spent a week in the same hotel in Egypt and placed multiple calls to the same customer site in the U.S. His phone bill was less than US\$200. The hotel has wireless access in the lobby and so he saved a massive amount of money by placing the majority of his calls over the hotel's WiFi network.”

‘Saving money is so simple,’ says Teague ‘I often make a call from home which initiates over WiFi, roams to cellular as I head out to the office, and switches back to WiFi as soon as I arrive – all seamlessly and without my intervention.’

Teague also finds he is much easier to reach now that his corporate phone number is with him at all times.

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Teague also says that because DiVitas makes PBX phone features – such as short-digit dialing and call transfer – available on his handset, his mobile experience has been vastly improved.

“We are very happy with our DiVitas deployment,” says Teague. “DiVitas is the most established and furthest along of all the enterprise FMC companies. It's made our lives easier and has already provided great returns for our company”.



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