

Voice over IP
SOLUTIONS
Success Stories



Overview

Country: Egypt

Industry: Stationery

Customer Profile

The stationery was bought from the Greek owner, then we managed it professionally & accurately till it became one of the best companies in its field. it was one of the first companies that work in the field of stationery and survey equipment. it also had many awards from the German company (Karl Zais) as the best distributor in the Middle East Manufacturing - importing – exporting – agencies – distribution – wholesale – sale on retail – supplies. Now, Bernasos has many branches and factories, we collect the parts of the survey equipment in our factory and we have agencies of great companies that work in our field such as: AERO - NIKON - ARTINO – SIMBALION – IM, etc...

Business Situation

Bernasos want to have a call center to service their short number and also to connect all their braches to the HQ with VoIP solutions to reduce the TCO.

Building a call Center based on Elastix UC and make connectivity over all branches across Egypt

"Elastix provides us with fast and simple solution to build a call center between our HQ and all our 9 braches"

Ayman Mokhtar, IT Manager, Bernasos

Business situation

Bernasos want to have a call center to service their short number and also to connect all their braches to the HQ with VoIP solutions to reduce the TCO.

Solution

- Based on Linux operating system and Elastix as a complete UC, alongside with Grandstream Gateways and Sangoma FXO/FXS cards, we built a complete call center solution and integrated it with legacy PBX and connected 9 branches to the HQ.

Benefits

Features

Initiating a call, Transfer connected call, Forward calls, Speed dialing, using hold and resume, Hunt group, call pickup, Accessing Voice Mail.

VOIP solution:

connect all Bernasos Branches and control, monitor all the incoming and outgoing call.

Increased performance,

Reports about calls stats including but not limited to: number of calls, their durations ...etc reduce the TCO,

