

Voice over IP  
**SOLUTIONS**  
Success Stories



## Overview

**Country:** Egypt

**Industry:** Real Estate Development

### Customer Profile

Build Call Center to service the HQ

### Business Situation

Palm Hills had a call center solution developed on their company and it did not meet their requirement and has single point of failer.

**Palm Hills Developments** is a leading real estate company in the Egyptian market, primarily developing integrated residential, commercial real estate and resort projects. Founded in 2005 by Mansour and Maghraby Investment and Development Company [MMID], Palm Hills which is listed on the Cairo-Alexandria and London Stock Exchanges, and traded under the symbol "PHDC.CA" and "PHDC.LI" respectively, was the result of a vision to create self-sufficient and well integrated communities

## ***Building a call Center based on Elastix UC in High availability***

"Elastix Call center present all our call center manager need "

Dr. Tarek Hegy, IT Manager, Palm Hills Development

### Situation

Palm Hills had on site call center but it did not fit their requirement of good reporting, monitor system and it built on one single server so no redundancy. And they want a system that needs to be online with an absolute minimum downtime and that it cannot be a half-baked solution

### Solution

Based on Linux operating system and Elastix as a complete UC Build high availability solutions to be online with an absolute minimum downtime and that it cannot be a half-baked solution.

### Benefits

#### Features

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

#### failover in case of:

Active server hardware failure

Failure of network connectivity for active server

Failure of asterisk service in the active server.

#### Increased performance,

Reports about calls stats including but not limited to: number of calls, their durations etc... Synchronization between active and passive (changing configuration in active server and check its change in the passive node)

