



## Improved Communications with D-Link IP Telephony Solution



### Key D-Link Purchase Drives

- **Value**  
D-Link provided a cost-effective IP Telephony Solution that met the business needs and Budget.
- **Service and Support**  
D-Link Professional Services worked to execute and tune the network for optimal performance.
- **Seamless Implementation**  
D-link products could be easily integrated with their current systems
- **High Price to Performance Value**  
D-Link solution met the high price-to-performance standards demanded by the customer.

### Background

Interplast was established in 1981 to manufacture PVC compounds and over the years has developed an extensive range of compounds for different applications such as sidings, pipe fittings, cable insulation, sheathing, containers, rigid and flexible profiles as well as clear tubing. The company further expanded its operations to manufacture flexible packaging and thermoformed products for the food industry.

Interplast comes under Harwai Group which have companies spread across the United States, Europe, Middle East and the CIS region, Harwal Group is headquartered in the UAE.

### Business situation

They were using the traditional PBX systems in all their branches .Following the growth of the business, disparate communication systems among its extensive branch network negatively affected the worker productivity, and in turn increased operating costs producing delays in meeting internal and external business needs.

With the expansion in their business , Interplast found that not being able to communicate effectively across its branches presented a formidable obstacle to efficient business processes.

### Technical situation

They needed a reliable centralized system for more than 200 users.The existing solution could not meet anymore the business growth and it became essential that they have a system that helps them to interconnect remote offices and Implement a high performance network infrastructure.

The challenge was also to provide a full redundancy solution with 100% continuity of service between the offices.

### D-Link Solution

In order to meet customer business objectives, D-Link defined an architecture based on D-link Asterisk SIP/IP PBX that consisted in implementing the PBX in different locations and interconnecting them through trunk for performance and security purposes.

The DVX-8000 and DVX-9000 PBX with FXO modules installed offers all of the essential telephony features required for medium to enterprise businesses. Features such as call forwarding, call hold, follow me, and voice mail.

Incoming calls are directed by the integrated auto-attendant and hunt groups to assist callers to their destinations. .

The DVX-9000 supports up to 800 extensions and the DVX-8000 supports up to 300 extensions, which was located in different offices with Internet access. Multiple units can be used to increase the number of extensions for their future expansion.

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The DVX-9000 supports up to 800 extensions and the DVX-8000 supports up to 300 extensions, which can be located anywhere with Internet access. Multiple units can be used to increase the number of extensions for their future expansion.

The D-Link DPH850S used is the latest innovation of advanced color IP video phone. Unified with audio, video, applications, the DPH850S is a powerful, easy-to-use business video phone incorporated with 2M pixels camera which delivers business-grade video calling.

The DPH-400S/SE and DPH-150SE IP Phones

used incorporates Quality of Service (QoS) to ensure that the voice received through the Internet is the same as – or even surpasses – that received on an ordinary phone.

Functions such as Voice Activity Detection (VAD), Silence Suppression, Packet Loss Concealment (PLC), and other features enhance the quality of voice communication, providing quality in sound and performance.

### Benefits

The business benefits of the D-link solution has allowed cost reduction of up to 60% on the Internet Bandwidth compared to classical IPLC and international call charges. In addition, in contrast to other IP/SIP PBX there is also significant cost savings in terms of annual licensing.

### The complete product integration includes

	DVX-9000	Asterisk based IPPBX,800 user support
	DVX-8000	Asterisk based IPPBX, 300 user support
	DPH-850S	Video SIP Business PoE IP Phone with 7" LCD touch screen
	DPH-400SE	SIP Business PoE IP Phone with LCD display
	DPH-150SE	SIP PoE IP Phone , LCD display
	DGS-1210-10P	Managed 24 port Smart PoE Switch

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