



CASE STUDY

Overview

Atos Origin is a leading information technology services company generating annual revenues of EUR 5 billion and employing 48,000 people in more than 25 countries around the world.

Predominantly based in Europe with a strong growth in emerging countries, 75% of the Group's revenue is generated by multi-year contracts in Managed Services, Application Management, Hi-Tech Transactional Services (HTTS) and Medical BPO.



Atos Origin Malaysia is an MSC-registered company with a staff strength of over five hundred employees in malaysia.

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Challenge

With currently three offices in different locations in malaysia communication has become more difficult for the existing legacy telephony system to adapt with the changing business requirements.

Additional features where required such as: seamless mobility for traveling users, VoIP capability for integration into the Cisco call manager as well call centre functionalities for customer service agents.

An added challenge was that the system needs to provide disaster recovery and backup capabilities over all locations while maintaining a low capital as well operational expense

Solution Incorporating and establishing Asterisk as the main telephony platform enabled Atos Origin to achieve all current business requirements in an affordable and flexible manner.

With Asterisk Atos Origin acquired a future proof and expandable solution that will grow with the company and allows to do work more efficiently.

Integrating Asterisk with the Cisco call manager allowed Atos Origin to reuse and move the existing IP-Phones from the Cisco to the Asterisk server and thus tens of thousands of dollars over upgrading the Cisco system.

In addition, for no extra money, Atos Origin implements additional features such as ACD (automatic call distribution), conference call bridge and voicemail to email.

Users of this phone system indicate that they are benefiting from the features of the easy-to-use Switchboard and features.

Result According to Atos Origin, since deploying Asterisk as IP Telephony solution they literally saved thousands of dollars in terms of licensing and support, per site.

Atos Origin was able to greatly surpass the feature set of its previous Cisco system with greater flexibility and more efficient call handling.

About Intuittech Since our inception, Intuittech has been providing quality-assured, end-to-end integrated Asterisk based Telephony and Nagios Monitoring solutions.

With offices in Malaysia, USA, Singapore, Thailand, Philippines, Hong Kong and China, we design, build, implement and maintain cutting-edge telecommunications and monitoring solutions that leverage on the latest in open source technologies to empower our clients businesses, providing CIO's and technology leaders solutions that deliver business results rapidly, are value driven and affordable.

2009 Digium Innovation "Big Biz" Award Winner

2011 APICTA (Asia Pacific ICT Award) Best of Telco Applications Winner