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# Case Study



## FScLOUD Platform Hosted-PBX Solution For ZON

*“Wavecom integrated its FScLOUD Platform - Hosted-PBX solution in the existing voice solution with no impact in the Provisioning, Support and Phone provisioning processes.”*



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# Case Study

## Background

The ZON Multimedia business group is listed on the main Portuguese stock market index, the PSI-20. It leads the market in pay TV in Portugal and is the second largest internet provider. Nationally, it is also leader of the cinema market. The origins and development of ZON are intertwined with the genesis and growth of the mass entertainment and telecommunications industries in Portugal.

Today, ZON Multimedia, as an operator, has around 1.6 million customers. ZON operates the largest New Generation Network in Portugal, reaching over three million homes. ZON is also the second largest provider of internet and fixed voice with 790 thousand customers and 976 thousand, respectively, at the end of 2012. Its digital satellite platform allows it to offer coverage to the whole country. Its 210 cinemas make up the largest network in the country and attract almost ten million cinema-goers a year.

## The needs

*“On the other hand ZON wanted to have a state of the art solution including a Web Access to the clients and the ability to deliver different types of services with minimal impact in the platform.”*

ZON through the Big Companies Department wanted to offer a Managed Voice service to the market. The service had to be implemented with minimal impact in the internal processes. On the other hand ZON wanted to have a state of the art solution including a Web Access to the clients and the ability to deliver different types of services with minimal impact in the platform.

### What motivated ZON for this solution

- Management through a Web Interface;
- Client Web Interface;
- Client Administration Web Interface;
- Simplified Provisioning System;
- Simplified Installation System;
- Plug and Play Phone installation;
- Simplified Support System;
- Turn Key Feature package;
- Simple Integration with the ZON Voice platform.

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## The solution

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*“With the provided solution ZON can provide all the main telephony functionalities, including voicemail, integration with email, fax, call center and audio conferences.”*

Wavecom provided the FINESOURCE Hosted-PBX Platform that offers enterprise voice service and fax-to-email and email-to-fax service.

The Platform was integrated in the ZON Voice platform connecting directly over SIP.

With the provided solution ZON can provide all the main telephony functionalities, including voicemail, integration with email, fax, call center and audio conferences.

The user architecture allows the efficient creation of different types of services. ZON started with three different types of services.

For Provision, ZON has a Web Interface that can be filled by a person with Commercial know-how. The provision of a Hosted-PBX takes five minutes.

With the project ongoing Wavecom developed some specific functions for some clients. These functionalities were integrated in the overall platform.

The implemented Platform Architecture was designed to be resilient and to be cost effective and to be scalable.

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## The solution in numbers

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The FINESOURCE Platform was implemented with a robust and resilient Architecture:

- Solution designed for 10000 registered users;
- Solution designed for 1000 simultaneous calls;
- Estimated growth per year: 2000 users.

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## The major advantage

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With the Hosted-PBX FINESOURCE Platform ZON provided a very simple to use enterprise managed voice service with minor impact in the internal ZON Engineering structure.

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## ZON Testimony

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*“We have today a fully managed solution that enables ZON to present an innovative and competitive voice proposal in the large and medium segments.”*

FScloud is ZON Hosted-PBX Platform to deliver voice services.

Flexibility and full range of features were the key points to our decision.

We have today a fully managed solution that enables ZON to present an innovative and competitive voice proposal in the large and medium segments.



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## FINESOURCE

FINESOURCE is a Wavecom brand.

FINESOURCE started as the Wavecom Unified Communications department. FINESOURCE develops carrier grade Unified Communications Solutions with a great focus in the platform usability. Our driver is the design of simple to use Platforms with reduced Opex. FINESOURCE has developed and implemented the VoIP@RCTS solution that handles more than 100000 users. FINESOURCE has presence in Europe and South America.

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