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Case Study



FScloud Platform
Hosted-PBX Solution
For GoTelecom



“The service had to be cost effective for the initial low forecast and to have the ability to scale as the number of clients grows. ”

Background

GoTelecom is a telecommunications operator that was born with the objective of maximizing the potential of companies through the design of advanced wireless solutions based on equipment “state-of-the-art”, associated with the strong knowhow in the engineering of wireless networks.

GoTelecom provides telecommunications infrastructures of Broadband Networking technologies with wireless / fiber providing dedicated connectivity IP and SIP voice services.

GoTelecom is a small Telecommunication Operator, with few collaborators, however, has the ambition to offer cost effective state-of-the art solutions to the market.

It is a national company which implements interesting solutions, innovative and economically compensatory, particularly in private telecommunications networks for institutions with strong needs for dedicated connections.

The needs

GoTelecom wanted to offer a Managed Voice service to the enterprise market. The service had to be cost effective for the initial low forecast and to have the ability to scale as the number of clients grows. On the other hand GoTelecom wanted to have a state of the art solution including Web Access for the end clients and the ability to deliver different types of services with minimal impact in the platform.

Also the service had to be Internet proof as GoTelecom doesn't own any network infrastructure.

What motivated GoTelecom 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;
- Scalable Platform as the number of clients grows.

The solution

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

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

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

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

A very important aspect for GoTelecom was the Provision module provided; GoTelecom has a Web Provisioning module 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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email-to-fax service.”*



“Although the initial forecast was low GoTelecom was able to provide a very simple to use enterprise state-of-the-art managed voice with the FINESOURCE Hosted-PBX – Fsccloud Platform.”

The solution in numbers

The FINESOURCE Hosted-PBX - FScloud Platform was implemented with a robust and resilient Architecture:

- Solution designed for 1000 registered users;
- Solution designed for 100 simultaneous calls;
- Estimated growth per year: 800 users.
- Ability to scale: just dependent on the GoTelecom Forecast.

The major advantage

Although the initial forecast was low GoTelecom was able to provide a very simple to use enterprise state-of-the-art managed voice with the FINESOURCE Hosted-PBX – Fsccloud Platform.

GoTelecom testimony

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

The ability to initiate the service with a tiny infrastructure and be able to scale at any moment was the key arguments to our decision. Simple provisioning system and full range of features were also important features to our decision.

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



Wavecom - Soluções Rádio, S.A.
Cacia Park
Rua do Progresso, Lote 15
3800-639 AVEIRO
Portugal
T. +351 234 919 190
F. +351 234 919 191
wavecom@wavecom.pt
www.wavecom.pt

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.

FINESOURCE | Cacia Park | Rua do Progresso, Lt. 15
3800-639 Aveiro | Portugal

T. +351 234 919 190 | F. +351 234 919 191
finesource@finesource.eu | www.finesource.eu



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