



Support for Acme Packet SBC and Aastra Facilitates a Transition to VoIP

La Poste DISIT, the telecommunications and network division of the French postal service, needed a voice over IP (VoIP) monitoring product to support their mailing subsidiary. They choose the Aastra 5000 software for a new deployment supporting 3,000 Aastra IP phones. They also need to monitor more than 32,000 analog phones along with the entire infrastructure. This included call servers, gateways and the Acme Packet session border controllers (SBCs).

Customer

La Poste DISIT is the network and telecommunications division of the French postal service.

Challenge

Facilitate a transition to VoIP that required monitoring the existing infrastructure, Aastra 5000, Acme Packet SBCs, 3,000 Aastra IP phones, and more than 32,000 analog phones.

Solution

The solution provider, Orange, chose ISM Enterprise to provide monitoring for components from multiple vendors. They routed all of the calls through the Acme SBCs and ISM collects the call details.

Results

La Poste is able to transition to VoIP and preserve their investment in the analog phones. Orange is able to ensure the quality of service for the entire customer environment, including the infrastructure, the Acme SBCs, and call quality and call activity for the IP phones and analog phones.

ServicePilot worked with their partner, Orange Business Services (OBS) to develop a solution. The Aastra 5000 software application can interface with analog and digital terminals. It has an IP session initiation protocol (SIP) Trunk interface that enables connection to Voice over IP providers (operators). OBS used a VoIP adapter to connect the analog telephones to SIP. All of the analog calls and the RTP Control Protocol Extended Reports (RTCP XR) from the Aastra phones are routed through the Acme Packet SBC.

Orange uses ServicePilot ISM Enterprise to provide monitoring for VoIP, unified communications, real and virtualized networks, servers, applications and databases for their worldwide clients. ISM supports infrastructure components from Aastra, Acme, Cisco, Avaya, Alcatel-Lucent, Microsoft, and many other vendors.

ISM Enterprise monitors all of the VoIP infrastructure components at DISIT. All of the calls are routed by the Acme SBC. It collects the call detail records (CDRs) for each call, so it can provide alerts and generate reports for the call quality as well as call activity for all of the phones.

“With ServicePilot ISM we are able to monitor our entire Aastra VoIP solution, including the Acme Packet SBCs. We are also able to analyze call performance for all calls. This is very important to us, because we plan to replace all of the analog phones in several years,” [F.G., Head of the Network Services Division, La Poste DISIT]

A single tool provides support for the different technologies used by DISIT. As a result, OBS was able to support the transition plans at La Poste and preserve their investment in their analog handsets while ensuring the quality of services (QoS) they provide their client. ISM Enterprise provides the value-added benefits required to support the complex process of rolling out VoIP in organizations.

About ServicePilot

ServicePilot is a premier provider of business-focused network, application performance, VoIP and server monitoring solutions that are easy-to-use, deploy and maintain. Service providers and global companies in a wide range of vertical markets rely on the power, scale and flexibility of ServicePilot solutions to cost-effectively enhance the monitoring of their physical and virtual infrastructures, improve user experience and manage new services.

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