

BICOM SYSTEMS CASE STUDY

A partnership with GENETSIS to offer advanced VoIP Features in Spain.

OVERVIEW

Genetsis is an Internet Service Provider in Spain that offers Advanced Telecom Services, CRM and eCommerce, Integrated Digital Strategy, and Multiscreen Interactive Design. With more than 15 years of experience, Genetsis primarily aims to offer customer data lines such as XDSL, Fiber, MPLS, IT Professional Services, and VoIP.



CHALLENGE

About six years ago Genetsis began its quest to enter the emerging Spanish VoIP market. Wanting to stay ahead of the industry, Genetsis desired to utilize the latest technology and techniques to offer comprehensive services to their customers.

Accordingly, Genetsis began searching for a Class 4 or 5 Softswitch that would allow them to offer Virtual PBX and IP Trunking for PSTN calls. They also wanted a billing system with both pre-paid and post-paid options.

The ultimate goal was to obtain new and efficient software to expand the VoIP services they offered to customers and stay ahead in the Spanish market.

SOLUTION

The search for a Softswitch brought Genetsis to Bicom Systems. Intrigued by the website, Genetsis contacted Bicom Systems and reviewed the products and options.

They found their solution in Bicom Systems PBXware and TELCOWare software on three servers. The first two servers were Class 4 and 5 Softswitches using PBXware and the third was TELCOWare with billing functionality.

In order to make PSTN calls, they obtained two Cisco Gateways with one Trunk SIP Connection with the Class 4 Softswitch and a second Trunk SIP from a VoIP Service Provider.

IMPLEMENTATION

Genetsis describes the implementation process in the following steps:

1. Planning and documentation
2. Select a partner and product
3. Install the CPD, virtual machines, switching, firewall, gateways, etc.
4. Training from Bicom Systems
5. Device configuration
6. Testing and problem fixing
7. First client demo
8. Update PBXware and TELCOWare to latest versions.



The installation and training processes went smoothly and Genetsis successfully executed its first customer demo.

RESULTS

Since the implementation of PBXware and TELCOWare, Genetsis is expecting long-term profit increases. Growth may be slow as the market in Spain is struggling to grow, but they are steadily moving forward. Overall, Genetsis achieved the solution they were seeking and Bicom Systems is pleased with the new partnership in Spain.

Bicom Systems

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"We provide the Communicating World with the most Complete Turnkey Communication Systems available by Creating, Unifying and Supporting the Most Advanced of Current Technologies."

Genetsis

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