BICOM SYSTEMS CASE STUDY

A time- and money-saving partnership with **Isaeus Communications**.

OVERVIEW

Isaeus Communications is a full-service, licensed VoIP operator based in the Netherlands. Isaeus serves telecommunications companies from a wide range of industries such as: healthcare, justice, transportation, IT, and many more. Isaeus offers a cost-effective solution that stands apart from the competition due to low rates, comprehensive subscription options, and expertise. They also aim to gives clients more flexibilty and control via a customer panel.

After a few years in business, Isaeus found itself in need of a new, centralized telephony system. Bicom Systems offered just the solution they needed.

CHALLENGE

As with most businesses, Isaeus started out with only a handful of customers. During their first few years offering VoIP services, they would lease a virtual PBX on a virtualization platform to each client. This was manageable and worked well for a few years.

However, as Isaeus began accumulating more customers, a few problems arose with their leasing system. Management of so many individual PBXes was difficult without a centralized system. Asterisk updates had to be installed and tested individually, wasting valuable time. Costs were also higher as each machine had its own Operating System and required individual maintenance.
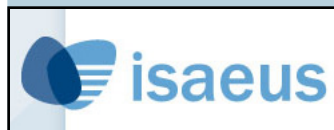
Isaeus did some research and found that they needed a multi-tenant platform with a centralized management, bringing them to Bicom Systems.

SOLUTION

After ample research, Isaeus began correspondance with Bicom Systems and ultimately found its solution in PBXware Multi-Tenant PBX. Through free testing of PBXware, Isaeus found that it met all of their requirements.

PBXware allows Isaeus to run all of their clients' virtual PBXes on a small number of physical machines with a centralized management system.

MultiTenant PBX is Asterisk-based which meant Isaeus could integrate it with their own customer panel; it also offered flexibility and customizability. An Asterisk-based system was one of Isaeus' top requirements in a new system due to the wide variety of industries that they serve.

IMPLEMENTATION

Isaeus' new system was installed without any major prob-

lems. It met the company's requirements and integrated seamlessly with their own system.

Isaeus experienced a significant learning curve with the PBXware GUI, finding it difficult to get used to. However, support was always available and helped them through that process.

Any bugs were fixed rapidly and updates are released on a regular basis.

Overall, the implementation system went smoothly and Isaeus is enjoying their new system.

RESULTS

PBXware Multi-Tenant PBX met all of Isaeus' requirements and enabled the company to improve in a number of ways by saving them both time and money. The new, centralized system made management and usability less time-consuming. Isaeus now has more time for service, marketing, and other important activities. Additionally, the company is saving in both operational and maintenance costs now that they only have a few centralized machines.

With their saved time and money, Isaeus has already grown significantly and plans to expand more in the future. Bicom Systems looks forward to continuing to work with Isaeus in the future.