



Overview

[Wateen Telecom](#) is a Converged Communications Service Provider that is bringing Pakistan into the 21st Century and the Digital Revolution. With complete and advanced solutions, Wateen dreams of turning Pakistan into “a regional communications hub, connecting the East with the West and Central Asia with the Middle East”.

In this particular case, Wateen had a unique client seeking telephony service.

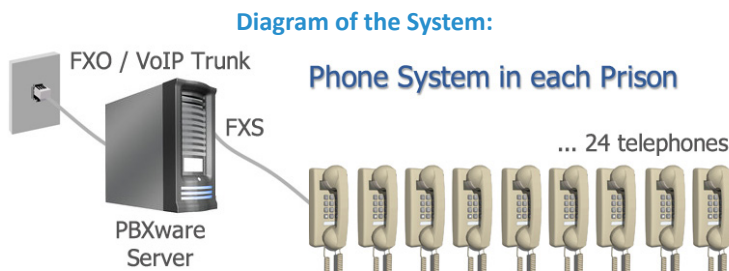
Challenge

Wateen first approached Bicom Systems with a challenge in January of 2014: They needed a telephony system for the inmates of the Punjab Prison System in Pakistan. While similar to a call shop, this situation was unique and had some special requirements and obstacles.

Wateen’s customer required close monitoring, a specific amount of call time per user per week, and the ability to prepay a set number of minutes. The system needed to be reliable and secure, but also user-friendly.

Solution

Bicom Systems rose to the challenge with a custom solution that met all of the Prison’s needs. The solution addressed each of their requests for things like CDR, maximum security, and prepaid vouchers.



A customized version of [PBXware Call Center Edition](#) fit the bill and the real work began.

Implementation

The implementation process took five weeks, but went smoothly with no major roadblocks. Once the system was installed and prepaid vouchers were created, Bicom provided training on how to use the system. Finally, the system was deployed in each of the prisons.

Results

In conclusion, the partnership between Wateen and Bicom was a success and telephony service was provided to the inmates of Punjab Prison. Aside from being another client won for Wateen, the Prison reports satisfaction as well. The availability of a telephone system has discouraged illegal usage of mobile phones within the prison and allows inmates to remain in contact with family members.

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