CommSouth

CommSouth XML IP Phone Applications

| CASE STUDY
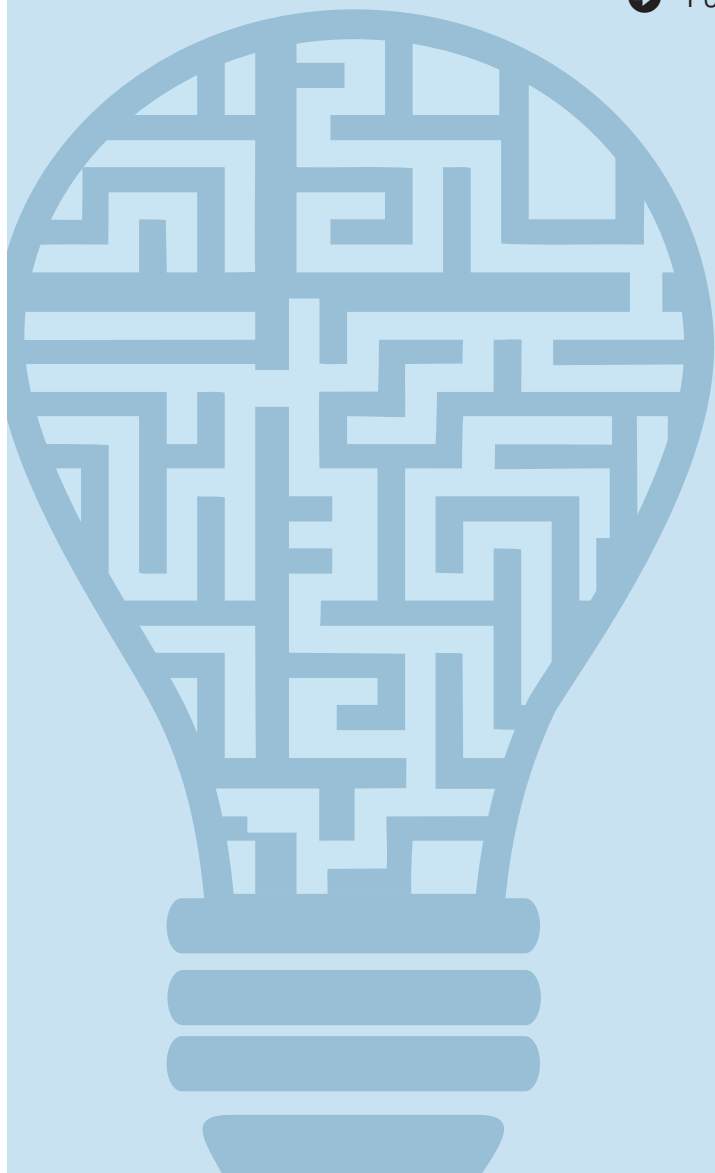
CommSouth XML IP Phone Applications at a Government Ministry

XML Cisco IP Phone Applications – PhoneLock, Single Sign On, Texting & Paging, Phone Background Image Update and Enterprise Phone Directory

This Ministry of a Middle East GCC country is huge and a hub for so many government departments. This Ministry plays a crucial role in providing other connected entities with the best-in-class services and specialized solutions.

Challenges faced

➡ The customer was in need of a solution which can provide best in class application and user experience by integrating with their existing Cisco IP infrastructure.

➡ Being a service oriented and highly technology driven client, it was important that the solution deployed should be based on industry standards, meet high security guidelines, feature rich and robust.

➡ Further they had some very specific requirements:

+ Should integrate with existing Cisco IP Telephony / IP PBX at site.

+ The user should be able to lock/unlock phones at ease with a PIN code and the phone/line should be locked specific to that extension number/DN without interrupting the other lines which are configured on the same phone to prevent all unauthorized usage of phone.

+ Should be able to send text and pre-recorded audio to a single or group of phones instantaneously without affecting the network performance and bandwidth.

+ Due to the reason that many users are mobile and moving across different entities and carrying their laptop or connected to a fixed PC, it was challenging for the administrator and end users to remember passwords to configure every time they change their work space. Hence there was a need for a flexible solution which can auto-login in to IP Phones the moment the user logs into their laptop/fixed PC /virtual desktops such as Citrix connecting both PC & IP phones together.

+ As they are a huge organization with multiple users having many contacts which includes internal users, partners, vendors, support service providers and more, it was really difficult to track their contact details spread over several locations. They were in need of centralized database without which, they lacked contact details of many persons, making manual entries and also providing access to their users with such access to all the contacts was a huge challenge.

+ With all the above challenges in place, it was also important to maintain the brand presence and wanted to implant their ministry logo in all the Cisco IP Phones as a background image and also publish any specific events, corporate notifications, etc.

Solution offered

PhoneLock

XML Apps & Services

Paging

Extension Mobility

Phone Directory
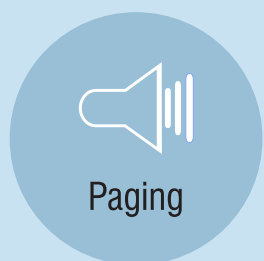
➡ Deployed CommSouth XML Cisco IP Phone applications with a centralized ONE single application interface having multiple modules which includes PhoneLock, Single Sign On, Texting & Paging, Phone Background Image Update, Enterprise Phone Directory.

➡ The solution was integrated seamlessly with existing Cisco IP Telephony at site.

➡ Solutions deployed:

+ PhoneLock
- ⊙ The phone is locked instantly by opening an XML service on the phone and also configured to automatically lock on idle time or after business hours.
- ⊙ The user will enter their CUCM PIN to unlock their phones.
- ⊙ It was also possible to change their own PIN and clear the call history to maintain their privacy.

+ Phone Background Image Update
- ⊙ Administrator to upload the required background image in the application.
- ⊙ Application processed the image, convert into required format in the resolution of different phone models and store it within the application server.
- ⊙ Administrator uploads the Phone list, select the required phone models one by one from the drop-down list and strike the command to push image to the IP Phones.
- ⊙ Finally, the image would get updated for all the active phones as per the phone models selected and those registered in CUCM based on CTI.

+ Texting and Paging
- ⊙ This solution performs broadcast of vocal announcements or text messages to large groups of Cisco IP Phone users or from user to user.
- ⊙ The IP Phone user receives this alert/announcement even if the user is on a phone call and audio levels re applied depending on alert priority.
- ⊙ The application allows the users to send text messages from an IP Phone service or from a web interface including Cisco Jabber.

+ Single Sign On
- ⊙ The solution is deployed based on Cisco Extension Mobility feature, where it allows to auto login and enforces security automatically.
- ⊙ The phones are detected based on CDP or LLDP and the application applies required mobility profile including the apt login profile based on Cisco IP Phone models.
- ⊙ The applications use the same windows/active directory login which is configured in the Cisco CUCM as user id.
- ⊙ The application supports login/logout of IP Phone based on events such as when closing the Windows session, on Windows lock, on hibernate, on LAN disconnect; or at a defined time of the day or on user demand.
- ⊙ The solution also support Virtual Desktop or Citrix based solution as well.

+ Enterprise Phone Directory
- ⊙ Instant access to internal or external contact information anytime through Cisco IP Phone, Web interface including Cisco Jabber.
- ⊙ Multiple data sources where synced, merged and brought into one single unified centralized database having all of their contact details.
- ⊙ The entire company could access the directory. No need for hardcopies or spreadsheets, they simply shared the database.
- ⊙ Employees easily did an advanced search, not only by name, but by location, department, job title, email etc.
- ⊙ It was always up to date with all current employees and their information.
- ⊙ Whenever a call is received by the user, they were offered with the caller details such as person name, company, contact, location, department, etc as a call popup in the Cisco IP phones.

Business Results

➡ Customer was able to get the business results as expected.

➡ The end user experience was improved tremendously by adopting new technologies and software applications on top of their Cisco infrastructure.

➡ With no Cisco provided tools, CommSouth offered the perfect solution for the complete management of different use cases of customer requirements.

➡ Visibly boosted overall level of employee engagement within the company.

➡ Every staff member quickly and easily identified sources of information, data and knowledge in other departments.

➡ Boosted workforce engagement and helped achieve the company's business goals.

➡ With thousands of phones across many clusters and locations, with CommSouth offered solution the background images were updated across thousands of phones at a click of a button.

➡ Deployed background images to a single phone or thousands of phones remotely with minimal effort with different images to different Phone models, extension ranges, or the entire cluster.

➡ Saved tangible time with Built in and automatic image resolution conversion to fit different phone models with advanced queuing which facilitates deployment of the image to thousands of phones in a matter of minutes.

➡ Phone background images were applied in a non-invasive manner without user intervention, even if the phone is in a call which indirectly saves lots of administrative time and cost.

➡ Prevented all unauthorized calls and usage of Cisco IP Phone with PhoneLock and thereby reducing the premium rate calls, abuse and impersonation.

➡ With the offered solution, the customer was able to meet the required security standards and audit related matters.

➡ On time and regular communication of information, helped the company to educate the users and proactively mitigate any risks with delayed communications.

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