



SANGOMA CaseStudy

European Marine Energy Centre Takes the Plunge into Powerful New Communications Platform with Sangoma

⚠ CHALLENGES

Industry-leading marine energy organization was struggling with an aging and unsatisfying Mitel system. Poor performance, lack of features and costly ISDN lines prompted a search for a modern phone system that is easy to use, reliable and fully featured.

💡 SOLUTIONS

EMEC found the solution to all their needs in PBXact. Users can now effortlessly perform tasks their old phone system could not handle, and staying connected is easy when they need to be mobile. PBXact paired with Sangoma IP phones gives EMEC access to robust features and functionality while saving them a considerable amount of money.

The Customer

The European Marine Energy Centre (EMEC) is the only centre of its kind in the world. Harnessing the power of the ocean, they have been researching and developing wave and tidal energy converters for nearly two decades. South of Shetland, EMEC is the pride of Orkney, right off the northern coast of Scotland. The incredibly strong currents in this area enable them to not only develop converters but also test them in scientifically accredited open sea facilities. Developers around the world come to test their devices at EMEC in some of the harshest marine conditions. This has made EMEC the site of more marine energy converter deployments than any other site in the world. With their expertise, EMEC performs many research and consulting services and is at the forefront of developing international marine energy standards.

Business Challenges

EMEC's aging Mitel phone system was expensive, no longer meeting their needs and not up to the standards of such a cutting-edge facility. It was utilizing both costly, outdated ISDN lines and modern SIP trunks, making a convoluted and expensive mess. Additionally, the old Mitel system was far from user-friendly. Users were unable to easily change personal settings and the system lacked modern features and functionality. Chief among these was a need for powerful conferencing features. And with the growth of the marine energy sector, EMEC also anticipated the need for more advanced functionality in the future, making flexibility and ability to scale very important.



The Solution from Sangoma

Working with RM Computing, located in Kirkwall, EMEC reviewed their options and discovered Sangoma, a leading provider of Unified Communications (UC) and UCaaS solutions. They immediately recognized that Sangoma's fully-supported PBXact UC system included all the functionality they required (and more!) at a price they could afford.

Because PBXact is a turnkey UC solution, EMEC's new phone system is packed with the vibrant functionality they need as a world-class organization. Running over cutting edge synchronous fibre lines, their system services their main site and seven remote sites with a single router. The phones at the remote sites simply use WAN connections to link into the main phone system with both internal and external endpoint manager templates. To ensure quality of service with PBXact, RM Computing deployed a tagged VLAN to separate voice from data. This was crucial for a centre with over 80 external DDIs.

And by choosing PBXact, EMEC opted out of ISDN channels years before the ISDN switch-off. Not only does this make their phone system future-proof, but it also means considerable cost savings. Money that is better served furthering their mission of building the future of marine energy.

Most importantly, PBXact boasts all the powerful features they needed to bring their communications to the next level. With Zulu UC, video conferencing is robust and easy to use and everything is easily managed from a desktop application. With advanced integrations and softphone applications, users have no trouble staying connected when they need to be mobile, whether working from home or on the blustery North Atlantic.

The Results

The deployment was incredibly swift, just six weeks from planning to going live. This was due in large part to skillful planning and the ease with which PBXact is set up and integrated.

"The quality of the equipment is very high," reports David Johnson, Director of RM Computing. "The Sangoma phones are also easy to deploy and allows us to scale up projects with not too much additional effort."

Explaining the great success EMEC is having with PBXact, Johnson went on to say, "The many features in PBXact are amazing and the ongoing developments with Sangoma products easily outperforms any other VoIP manufacturer we have used in the past."

EMEC's chief concern was user experience, and with PBXact, they've found one that satisfies like no other. Powerful built-in phone apps make it easy for users to perform tasks and the robust integrations save users time and effort. Tasks like video conferencing or call queue management are now simple with much higher quality than their old phone system.

Choosing PBXact was a win-win for the European Marine Energy Centre because they now have access to futuristic features in a platform that is easy to use. And it wasn't a hard decision to make. Even with the upgrade to a more secure, more reliable phone system with greatly enhanced functionality, their operating expenses are now much lower.

The Partner

The RM Computing name has been known in Orkney for over 30 years, with the company developing in to a leading provider of IT support for businesses. Their team is continuing to grow, picking up new skill sets allowing them to continue to provide excellent customer service to their customers.



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