

Streamline Global Telecommunications System in Food Manufacturing

■ Client Overview

The client is an American multinational food manufacturing company that needed help with monitoring and management as it centralized all of its telecommunication circuits.

■ The Challenge

The client's reliance on older communications technology, specifically communications conducted over traditional phone lines, posed several drawbacks:

- Higher operational costs
- Vulnerability to disaster/loss of service
- Disjointed communications network

A main concern was not only upgrading to more efficient technologies but also monitoring the implementation and operation of the new system.



■ The Solution

Smart IMS deployed a Session Border Controller System at the client's primary locations. This also included the deployment of the Avatar Platform, which provides a comprehensive monitoring and management solution for enterprise voice and data networks. The Session Border Controller led to several improvements:

- Elimination of analog telecom circuits
- Creation of disaster recovery location
- Inclusion of other locations into the client's telecommunications system

The client later on added a PSX to manage the call traffic supported by Smart IMS through its product providing management and monitoring. In early 2017, the client also added a geo-redundant system in Ashburn, Virginia. Over the years, the relationship between Smart IMS and the client expanded internationally with Smart IMS now monitoring over 13 systems in England, Ireland, Italy, Spain, and France.

■ Benefits Delivered



50%
Cost Reduction



Minimized Loss of Service Due
to Centralized System



Round-the-clock Global
Applications Management
Support



Intelligent Network
Monitoring



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Atlas Communications Technology
A Smart IMS Company