



## Mid-Sized Air Carrier VoIP Project Summary

### The challenge

Following a project to help a mid-sized air transport provider client deploy their network in the Chicago area to support company growth, Chesapeake NetCraftsmen was asked to assist in the implementation of a Voice Over IP project. The client described problems with their existing PBX system, and what they required for basic functionality of the Cisco IP Telephony solution.

Their system was to encompass four sites in the Chicago area with a single gateway connecting the IP telephony users with the rest of their voice network at their east coast headquarters. The design had to insure that the proposed equipment would provide them with both reliable network connectivity and acceptable voice quality between all intended IP telephony sites in Chicago. We were also asked to make certain that all routers would support the necessary voice interfaces, acting as local gateways for each site.

### The Chesapeake NetCraftsmen solution

The client's network had to be expanded to support additional bandwidth, with redundancy, along with the QoS capabilities required for the VoIP traffic. When the client introduced Extension Mobility as a requirement, it was necessary to also increase the capabilities of the servers used for the Call Managers to support the extra application requirements. When the decision was made to relocate the servers from Chicago to their east coast offices, both IOS software requirements and configuration changes were necessary to support the Chicago IP telephony users in the event of a WAN failure. Changes also had to be made to the client's headquarters network to support QoS.

We proposed upgrading software on several of the client's routers as an interim solution until they could fund the purchase of new equipment that would fully support QoS at their headquarters. To both save time on project tasks and pass significant cost savings on to the client, all servers were integrated in a Chesapeake NetCraftsmen facility. This reduced the amount of billable time incurred during software installations, as well as consulting hours both on-site and off-site. Our off-site integration was followed by installation on-site of the primary servers and gateways, which provided access to their PBX for connection to the rest of their voice network as well as to the outside world through the existing Meridian connections via the local PSTN and ESPIRE long distance services.

### The results

The client's project personnel worked in conjunction with our staff during the installation phase so that we could provide training on the tasks required to add phones, users and gateways. They found this experience highly beneficial during subsequent formal training with another provider. As a result of our work, the client has benefited both from higher productivity and significant financial savings over previous solutions. The resulting converged network not only allows them to support their overall network with their own support staff, the design also provides significant savings even over what Centrex services would have cost.