

Modernization of the communication system

JSC Georgian State Electrosystem chose InfoTel to supply and implement next-generation telecommunication solutions - a modern, fail-safe unified communications platform Atos Unify OpenScape Voice and Atos Unify OpenScape Contact Center Enterprise.

The context

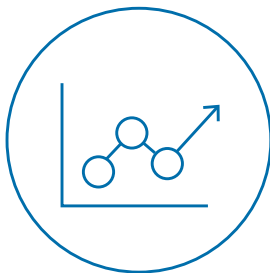
The Georgian State Electricity System is one of the three companies serving the power grids in Georgia. The company provides transmission and distribution of electricity throughout the territory of Georgia, and at the same time is the only licensee for dispatching. The Georgian State Electricity System includes six regional networks: regional networks of Tbilisi, Imereti, Shida Kartli, Adjara - Guria - Samegrelo, Kvemo Kartli and Kakheti. The National Dispatch Center of the Georgian Power System is located in the center of Tbilisi. The Dispatching Centre is responsible for the operations management of the Georgian power system, maintaining of 500/220/110/35 kV power transmission facilities, and overall stability of the power system. The National Dispatching Center ensures the operation of the power system as a whole in normal and emergency operating modes.

The solution

Of all the competing offers and proposals, the most functional and optimal price-performance was the solution from InfoTel. It was a software solution based on Atos Unify OpenScape Voice carrier-grade voice platform and Unify OpenScape Contact Center Enterprise.

The solution consists of:

- A fully fault-tolerant Atos Unify OpenScape Voice configuration based on a geo-separated duplex solution. The essence of the solution is a geographically dispersed redundancy across different sites. Server nodes are designed in such a way that in case of one node's failure, the other node can support 100% of the telephone traffic. This results in high availability and reliability of 99.999% of telephony services (i.e. less than 5.1 minutes of downtime per year.)
- Atos Unify OpenScape Voice platform and Atos Unify OpenScape Contact Center Enterprise are implemented in the Customer's IT infrastructure virtual environment.



The benefits

The task

The Georgian State Electric Power System has set the challenge to modernize the communication system which would allow:

- Implementing a complex solution for unified communications, with high availability and unified architecture for the system.
- Reducing possible downtime risks and increasing reliability.
- Reducing communication costs and maintenance expenses.
- Providing a single control center for the existing Atos Unify OpenScape 4000 communication system and new platform.

- Creating a modern contact center to ensure smooth operation of the control center with automatic call distribution functions (ACD), support for operator availability status (Ready/Not Ready/ Wrap Up), ability to create an automated interactive voice response (IVR), and support for API, Rest API, XMPP, CTI protocols for integration.

The solution must be also scalable, flexible, easier and more cost effective to manage.

- The existing Atos Unify OpenScape 4000 System is used as a gateway and is integrated with the new Atos Unify OpenScape Voice platform through the SIP-Q interface, which ensures the communication of payloads on the connections between them.
- The Atos Unify OpenScape Branch 500i gateway used for making any calls to the traditional TDM-based PSTN network.
- The Atos Unify OpenScape Contact Center Enterprise using a skills-based routing system to search for the right agent skills and provide an automated overview of client information. Intuitive administrative tools and a working interface of the Atos UnifyOpenScape Contact Center Enterprise operator increase the efficiency and productivity of the contact center. Unique collaboration tools and presence status data allow contact center operators to resolve a large proportion of customer questions during initial contact.

The Atos Unify OpenScape Mobile application for mobile clients, providing the following capabilities:

- Presence status - allows you to set your availability status and see the presence of colleagues and team members.
- Single Number Service - allows you to always be accessible by one office number, not to a person or phone device.
- Built-in HD video - allows video settings to be customized, allowing mobile users to benefit from visual collaboration.
- Preferred device - allows you to specify which device incoming and outgoing calls should go to. Conference call - allows you to start and participate in predefined conferences with one touch.
- Chat - allows you to send and receive text messages.

With InfoTel and Atos, a new and innovative communication solution has been implemented, ensuring a smooth transition from TDM technology to fully IP in the future. With carrier-grade reliability, high availability and enhanced customer service capabilities, the JSC Georgian State Electrosystem is now well positioned to flexibly meet future communications challenges.



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