

# Success Story

I.DE.A. Institute



"The QuesCom and Asit solution suggested to Telematic Service Communication allowed I.DE.A. Institute to benefit from significant savings on telecom costs."

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## CHALLENGE

I.DE.A. Institute is a major operator in the industrial design and automotive development. The company's headquarters, located in Turin, Italy, comprises a vast plant, offices dedicated to design and engineering and administrative offices.

With a staff always on the move and such a vast site, the solution was to communicate using the GSM network of a public operator and to install a proprietary DECT solution that extends the PBX coverage to the whole site. Both systems do not present significant technical challenges but can be high-priced solutions.

Nevertheless, I.DE.A. had another requirement: the Turin site is international and had to reach the Directors who are often travelling worldwide. This is particularly costly because of international roaming fees and, most of all, because of the fix to mobile fees charged by the operators.

## SOLUTION

Telematic Service recommended to I.DE.A. Institute the QuesCom solution, distributed in Italy by Asit, as an ideal solution to fulfil their requirements.

The solution comprised a QuesCom GSM gateway and the Mobility Services Pack, the software package. This installation had many positive consequences: the gateway installed in pass-through mode between the PBX and the urban lines includes up to 32 GSM ports. It can intercept outgoing calls and when they are directed to a mobile phone, it redirects them to one of the available GSM ports. Thus, the call is converted from a fix to mobile call into a mobile to mobile call allowing significant savings.

On the other hand, when a mobile phone has to place a call to a fix number, it calls first the gateway then the system checks whether it is allowed to access the network. Afterwards, the PBX places the call converting it into landline-to-landline call. Moreover, if the call is directly placed to a VoIP-connected number, for example to I.DE.A. France's PBX, no more international roaming costs are charged.

In terms of modularity, the Mobility Services Pack brings the major benefits such as converting all corporate mobile phones as Dect PBX extensions. Indeed, internal calls are placed as if the site had a total Dect coverage.

The mobile phone is now provided with PBX-like features such as call transfer or music on-hold etc...

Then using the "One Number" concept, calls placed directly to that number is redirected, according a predefined profile, to an internal extension, to a mobile phone, to a colleague or to the voice mailbox. Faxes directed to the One Number are converted in tiff format and forwarded the employee's e-mail inbox who will be warned by SMS.

## RESULTS

The installation of the QuesCom solution at I.DE.A. drastically reduces the entire phone bill. Moreover, first impressions and reactions are extraordinary positive in executive team. I.DE.A. are ready to be quoted as a reference to other companies having identical telecom issues.

### TELEMATIC SERVICE

*Telematic Service, company from Turin specialising in solution providing and system integration and having a 20-year experience,*

[www.telematicservice.it](http://www.telematicservice.it)



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