



Pan european deployment of an Open Source VoIP solution for EURid

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Eyepea

Eyepea is a european **Voice over IP** System **Integrator** building communication solutions around **Open Source** platforms





EYEPEA

Prestigious references

The collage includes logos for the following entities:

- BANQUE INVIK**, **FINTRO**, **SEMAPHORE**, **GROUPE SECR**, **FABRICOM**, **Lagardère**, **EUROPEAN COMMISSION**, **IFB** (member of Cargo Group)
- Edipro** (Plate-forme européenne d'édition), **Gedimat** (des fondations aux finitions), **Bouygues Immobilier**, **CTM Solutions**, **.eu** (Your European Identity)
- & COMPAGNIE**, **GENTAUR**, **BENÈS**, **Budget**, **JOHNSON ELECTRIC**, **picard**, **European Service Network**, **NMBS**, **B**, **SNCB**, **UNHCR** (The UN Refugee Agency)
- Benelux Businesscenter**, **FX-Motion**, **de boeck**, **PROVINCE de NAMUR**, **UNE ARDEUR D'AVANCE** (Province de Luxembourg), **EUROCONTROL**
- BiiON** (ACT'L group), **ADEQUAT BUSINESS CENTER**, **Pepibru**, **ArcelorMittal**, **Schoten**, **Brussels**, **NATO**, **OTAN**
- Kinespan**, **netvibes** ((re)mix the web), **Railrest**, **EURO KITCHEN**, **maître il Le soleil?**, **Sveez**, **Politie Police**, **Vrije Universiteit Brussel**
- inter sources**, **M-LINK** (MASTERING COMMUNICATION), **KATOEN NATIE**, **Van Marcke**, **Allo**, **Ville d'Ottignies-Louvain-la-Neuve**
- vira** (INFRA INDUSTRIAL), **Newtec** (SHAPING THE FUTURE OF SATELLITE COMMUNICATIONS), **Cavell**, **CAMP**, **tellus**, **ENERGYICT**, **PIERRE MARCOLINI CHOCOLATIER**, **LE FOREM**, **Marchin**
- lis**, **NETIKA**, **VERDEGEM BOUW** (BOUWPROJECTEN OP UW MAAT), **APEAL**, **MAJORITY REPORT**, **SNEF**, **eucolait**, **CLB Noordwest-Brabant**
- HUBWOOL**, **tictacphoto** (YOUR XEROX PHOTOBOOK NET SOLUTION), **service magic.com**, **UPSALÉ**, **Haute Ecole Léonard de Vinci**, **CAF**
- Globule Bleu** (new media communication), **QUINTESSENTIALLY**, **BROZE** (Sous-traitant de la broderie), **Alténor** (EXPERTISE & INNOVATION), **ECAM** (Institut Supérieur Industriel)
- VOX TENEO** (Interactive Communication), **RAINCODE**, **phcom** (business development), **Ideal Sales Concept**, **ALTEA**, **MEDECINS SANS FRONTIERES**
- HeadOffice**, **UBIDATA**, **universal communication** (inspiring people), **ISIS**, **OBV**, **WIN CONSULTING**, **BPS**, **ALTEA**, **Solidarité Protestante**, **HANDICAP INTERNATIONAL**, **Oxfam**
- Base**, **BIFFF**, **Integrated Services for Information Systems** (www.eyepea.eu), **Open Source VoIP Solutions**, **cetic** (Your connection to ICT research), **ALPINTER** (BELIER GROUP)



EURid.eu

- EURid
- European registry of Internet domain **.eu** names
- Under contract to the European Commission
- Customers: registrars around the globe
- 3.383.097 .eu domains (on 1/4/2011)
- Presence:
 - Belgium
 - Sweden
 - Czech
 - Italy





Business needs

- Enterprise telephony
- Distributed call center for registrars
 - Commercial
 - Technical
 - Administrative
- SLA to the European Commission





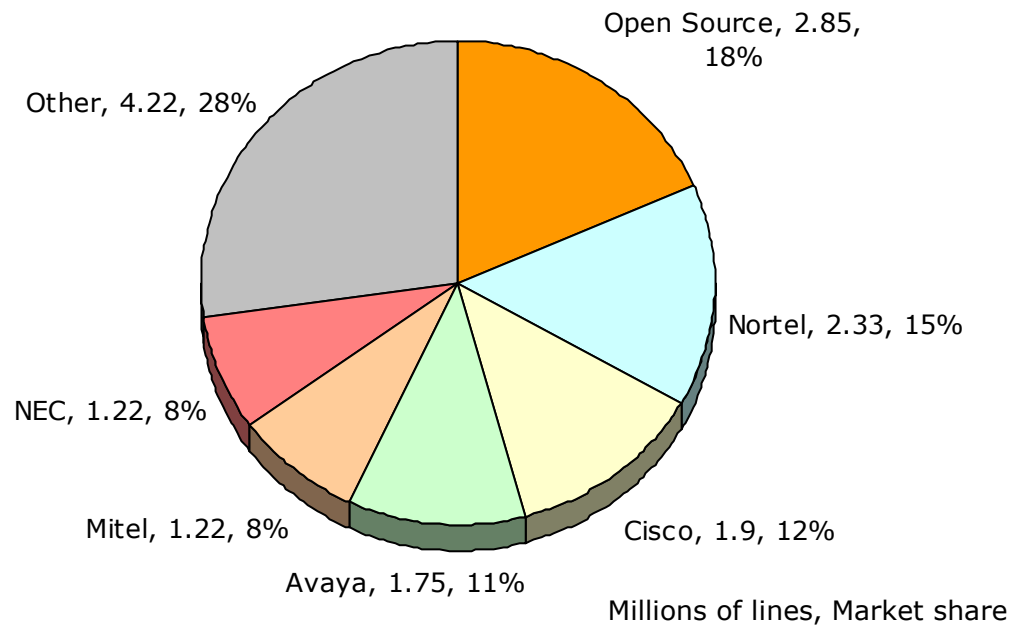
Technology requirements

- Move to an open VoIP Architecture
- IT approach
- High availability
- Intranet integration of call center agents
(login/logout)

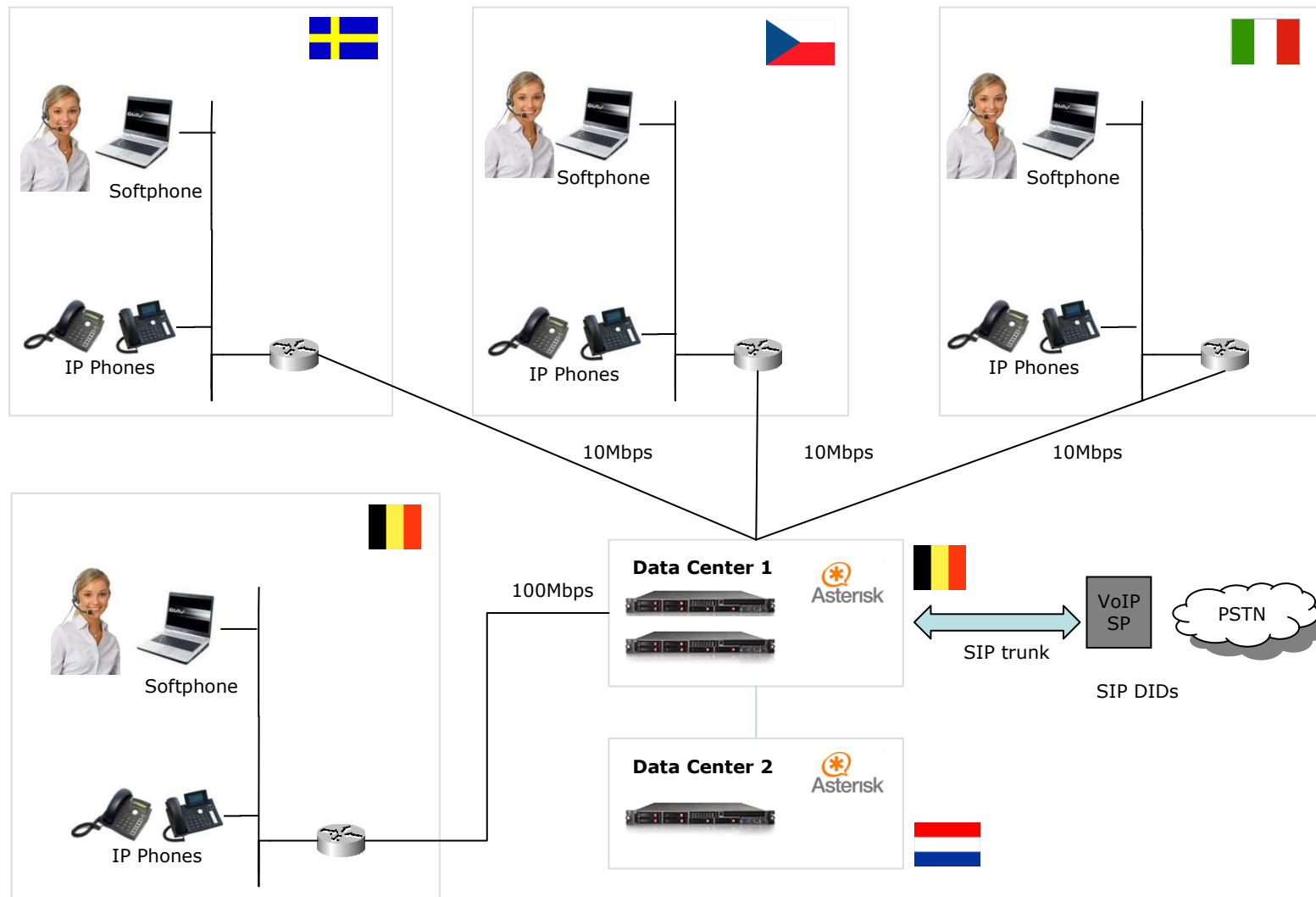
- Eyepea proposed **Asterisk** as Open Source VoIP platform

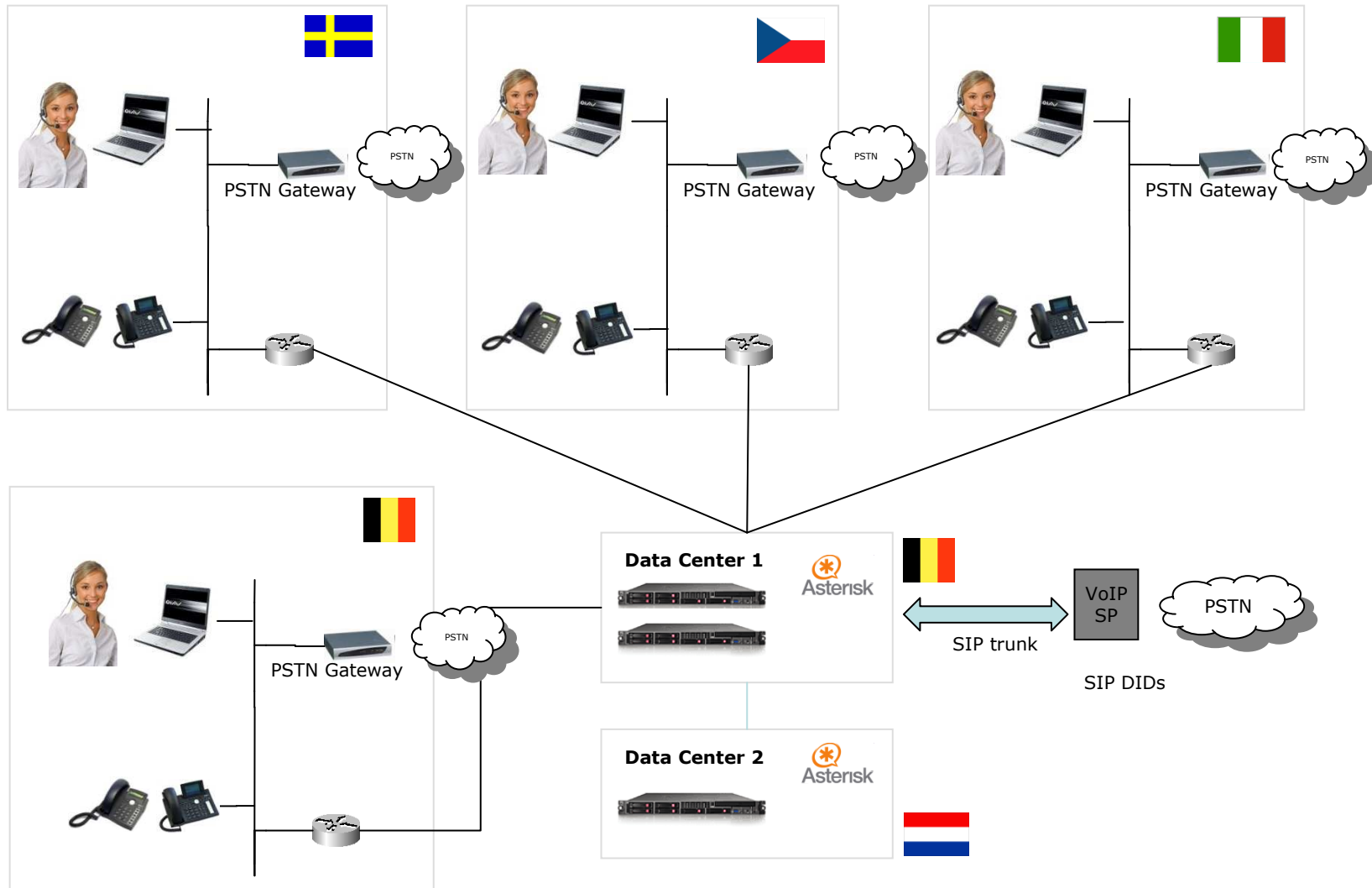


- 2009 survey by the Eastern Management Group
- Sample: 6000 IT executives
- Open Source leads the US IP-PBX market with **18%**
- Why?: minimal amount of Capital requirement and flexibility of Open Source



www.asterisk.org







Conclusion

- Fully operational since 6 months
- 100% uptime
- High level of satisfaction
 - Customers
 - Agents
 - Management
 - Budget
 - Reporting to E.C.
- Next step: virtualisation



Thank you for your attention

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