



Telmex Case Study

Enabling a Smooth Migration from Alcatel-Lucent to Microsoft UC

Telmex in Mexico selected the AudioCodes Mediant 3000 Enterprise Session Border Controller (E-SBC) to enable smooth integration between its existing Alcatel Lucent telephony system and its new Microsoft Unified Communications platform.

Background

Telmex (www.telmex.com) is a Mexican multinational telecommunications company that provides products and services in Mexico, Argentina, Colombia, Brazil, and other countries in Latin America. Headquartered in Mexico City, Telmex is the dominant fixed-line phone carrier in Mexico. In addition to traditional fixed-line telephone service, Telmex also offers Internet access, data, hosted services and IPTV. Telmex is a wholly owned subsidiary of America Movil.

Telmex was assisted in this project by local Mexican system integrator, Telsis-IP (www.telsis-ip.com.mx). Telsis-IP's main focus is the integration of IP solutions, solving addressing complex challenges with cutting-edge technology. Telsis-IP management team boasts more than 18 years of combined experience in the telecommunications industry, operating long distance, voice, data and value-added services networks. Telsis-IP's success is based on the philosophy of addressing market needs while fostering long-term relationship with customers and keeping a constant inventory to respond promptly when the requirement arises.

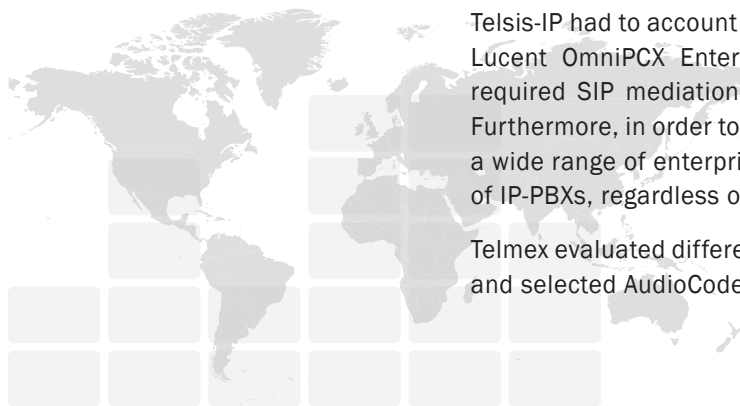
Telmex was looking to upgrade its internal communications systems – serving 1,700 users in 3 different sites – complementing its current functionality by introducing UC capabilities. Telmex selected Microsoft as its supplier for the new UC infrastructure, based on the broad range of UC functionality it offered, including presence, instant messaging, video and voice calling and conferencing.

Challenges

To carry out the upgrade, Telmex enlisted the help of its local system integration partner, Telsis-IP whose experience with IP telephony implementations and familiarity with Telmex's requirements were critical to the success of the project.

Telsis-IP had to account for the fact that Telmex's existing IP-PBX platform, the Alcatel-Lucent OmniPCX Enterprise, was not Microsoft-certified. The solution therefore required SIP mediation and transcoding capabilities to ensure full interoperability. Furthermore, in order to help Telmex offer their Unified Communications (UC) model to a wide range of enterprise customers, the solution needed to interwork with a variety of IP-PBXs, regardless of whether they were Microsoft certified or not.

Telmex evaluated different options to integrate its IP-PBX with Microsoft's UC platform, and selected AudioCodes and Telsis-IP to perform the upgrade.



Solution

Telmex selected AudioCodes' Mediant 3000 SBC (Session Border Controller) to interwork with the Alcatel-Lucent IP PBX and expand Telmex's UC capabilities.

The AudioCodes Mediant 3000 SBC, which is fully certified for interoperability with Microsoft UC systems, offers high-availability support for up to 5,000 users. The Mediant 3000's carrier-grade design ensures high availability thanks to its support for 1+1 redundant power supplies and optical PSTN interfaces. It supports secure and reliable connectivity with a wide variety of qualified SIP trunks, as well as industry-leading IP-PBXs.

After completing a successful pilot project involving 150 users, Telmex expanded the deployment to 1,700 users.

"The robustness, flexibility, and smooth adaptation of SIP stacks and transcoding that AudioCodes solution delivered, allowed Telmex to take advantage of all the benefits that Microsoft's UC platform brings to our IP PBX infrastructure users."

Luis Miguel Salinas
Corporate Communications Project Leader at Telmex

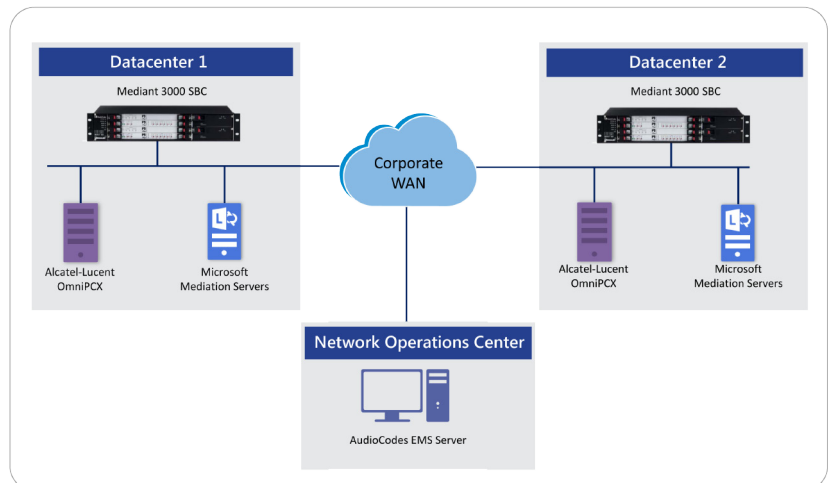
Results

The deployment of AudioCodes' Mediant 3000 E-SBC enabled Telmex to transparently and seamlessly leverage Microsoft's UC functionalities among Telmex's Alcatel-Lucent OmniPCX Enterprise users. The Mediant 3000 benefits Telmex in several ways:

- **Interoperability** - Mediant 3000 is fully certified for interoperability by Microsoft and many other IP-PBX vendors and SIP trunking service providers
- **High density** - Mediant 3000 supports up to 5,000 registered users and 2,016 concurrent sessions per each compact 2U chassis, saving costly rack space and power consumption
- **Reliability** - Redundancy is supported at the chassis and voice processing board level to ensure that calls can be successfully routed, even in cases of network failures

Luis Miguel Salinas, Corporate Communications Project Leader at Telmex, noted: "The robustness, flexibility, and smooth adaptation of SIP stacks and transcoding that AudioCodes solution delivered, allowed Telmex to take advantage of all the benefits that Microsoft's UC platform brings to our IP PBX infrastructure users."

Looking towards the future, Mr Salinas added, "We intend to use our successful in-house implementation as a reference model for our own customers who are planning a move to integrate their existing communications systems with Microsoft UC."



AudioCodes Mediant 3000 Integration with Telmex Microsoft UC

About AudioCodes

AudioCodes Ltd. (NasdaqGS: AUDC) designs, develops and sells advanced Voice over IP (VoIP) and converged VoIP and Data networking products and applications to Service Providers and Enterprises. AudioCodes is a VoIP technology market leader focused on converged VoIP & data communications and its products are deployed globally in Broadband, Mobile, Enterprise networks and Cable. The company provides a range of innovative, cost-effective products including Media Gateways, Multi-Service Business Routers, Session Border Controllers (SBC), Residential Gateways, IP Phones, Media Servers and Value Added Applications. AudioCodes' underlying technology, VoIPerfect HDTM, relies on AudioCodes' leadership in DSP, voice coding and voice processing technologies. AudioCodes High Definition (HD) VoIP technologies and products provide enhanced intelligibility and a better end user communication experience in Voice communications.

International Headquarters

1 Hayarden Street
Airport City, Lod, 70151, Israel
Tel: +972-3-976-4000
Fax: +972-3-976-4040

AudioCodes Inc. USA

27 World's Fair Drive, Somerset, NJ 08873
Tel: +1-732-469-0880
Fax: +1-732-469-2298

**Contact us: www.audiocodes.com/info
www.audiocodes.com**

©2014 AudioCodes Ltd. All rights reserved. AudioCodes, AC, HD VoIP, HD VoIP Sounds Better, IPmedia, Mediant, MediaPack, OSN, SmartTAP, VMAS, VoIPerfect, VoIPerfectHD, Your Gateway To VoIP and 3GX are trademarks or registered trademarks of AudioCodes Limited. All other products or trademarks are property of their respective owners. Product specifications are subject to change without notice.

Ref. # LTRM-06042 02/14 V.1