

ScopServ user testimonial

For immediate release

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CSE Semaphore Belgium switched to a Voice over IP telephony (VoIP) system in Q1 2008 to replace a defective analog PBX. The company was looking for a solution that would leverage its existing computer network infrastructure and reduce voice communication costs in the long term. Standard compliance and openness were major decision factors that made Eyepea, a Belgian VoIP system integrator, being selected as a subcontractor to install and configure an Asterisk-based PBX.

Asterisk doesn't come out of the box with user-friendly PBX management software. Cost reduction achieved by the switch to a VoIP system could easily have been outweighed by additional system administration burden, making the Total Cost of Ownership higher than proprietary PBX systems. Eyepea recommended the ScopServ VoIP PBX management solution to avoid this pitfall.

More than a PBX configuration software, ScopServ is a complete VoIP infrastructure management solution. Its intuitive web-based interface allows easy configuration and monitoring of the Asterisk VoIP PBX, as well as management of the installed VoIP handsets.

Our IT staff had no previous experience with VoIP, Asterisk or ScopServ. Half a day of training provided by Eyepea were sufficient to design a VoIP handsets provisioning profile, create internal extensions and configure external ISDN lines. Our system administrators were then up and running, able to add the remaining internal extensions and complete the configuration process.

The VoIP PBX is computer-based, Linux-based network appliance. Beside hundreds of Asterisk-related configuration options, ScopServ provides server and network configuration that removes the need of advanced Linux and network management skills. Server upgrades, system backups, firewall configuration and network Quality of Service (QoS) management can all be handled through a web browser. However, should an error not be handled properly by ScopServ, basic network and Linux system administration knowledge is required to solve the problem.

ScopServ implements a two-level configuration process that let administrators modify the system configuration without applying the changes immediately. All changes are queued and must be explicitly committed, giving the user an opportunity to roll back to the last configuration. This proved to be very helpful when options are modified by mistake.

Configuration options for Asterisk are organised in a tree- and tab-based fashion making them easy to navigate. Some advanced options are sometimes difficult to locate beforehand and require browsing through many different forms before being found. For this reason we recommend browsing at least once through the whole interface to get familiar with the layout.

Automatic updates provided us with many improvements through 2008 and Q1 2009, including advanced features such as the ability to run custom scripts to fine-tune exotic options. Unfortunately one of those updates was defective and brought the configuration interface down for a few days (the VoIP server itself was still operating properly). The problem was fixed by ScopServ within a couple of days.

ScopServ saved us countless hours of configuration and makes managing our VoIP infrastructure easy and painless. The system unfortunately lacks an online help system, but this is mitigated by the ease of use and intuitiveness of the web interface. In more than a year we haven't run into any issue we haven't been able to solve ourselves.

About CSE Semaphore

Established in 2006, CSE Semaphore was the result of a merger of two CSE Global companies, RTUnet, of Australia, and TechnoTrade S.A., of Belgium. For over 20 years, these companies have provided leading solutions for telemetry, automation, and remote monitoring and have an installed base of more than 70,000 devices. For more information, visit www.cse-semaphore.com.