



**ALLIANCE TECH
SUCCESS STORY**

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Syner IP Telecom has installed in Alliance Tech new offices an open source based phone system supporting 30 Cisco phones (7960 and 7970 models), 100 DID numbers and an IVR voice menu with different levels. The IVR is programmed to ring on specific extensions or groups and calling parties may leave voicemail messages or request forwarding the call to support staff mobile numbers.

Syner IP phone system includes a Dell rack server, a Digium T1 card, and Elastix as the asterisk based PBX. All Cisco phones firmware and software was updated to latest versions adding new functionality like showing Alliance Tech logo on the phones, web voicemail interaction and fax support.

Alliance Tech now has different features as ring groups for sales and support, a special number for their security to call and ring in all phones, as well as diverse dialing patterns for national and international calls.

Syner IP installed a backup system with the same features as the main one mirroring the configuration. In case of emergency (hardware failure) only one cable needs to be changed to have the backup server running.

CONFIGURATION:

