



Retail

Daily Use

- Wildix Offices located Turin, Odessa and London

Solution

- KIRK Wireless Server 600v3
- KIRK Repeaters
- 16 KIRK Handsets (KIRK 4020 and KIRK 4040)
- Asterisk based Wildix 100 and Wildix 20 IP PBX

Results and Benefits

- Improved customer responsiveness
- Improved internal communications

Wildix Experiences Seamless Mobility with Polycom KIRK on Asterisk

Background

Wildix is a multinational company located in Italy with Headquarters in Trento and branch offices in Turin (Italy), Odessa (Ukraine) and London (UK). Wildix operates in the VoIP market and aims at delivering the best solutions for the business and professional market. The company develops Asterisk based VoIP applications for segments ranging from 2 to 300 lines.

Wildix is very focused on assuring efficiency inside its European branch offices and a key point in achieving that is to make sure that the communication between the different offices is as smooth and effective as possible.

All sites are connected via IP and the VoIP solution allows internal and external calls through the IP network using the state of the art SIP and IAX protocols. Wildix has been using IP SIP phones all around its infrastructure and would also like to integrate a wireless solution in order to gain increased flexibility for the employees.

IP - DECT on Asterisk

Wildix were looking for a professional solution capable of supporting the services for attendance transfer and seamless handover between different cells. Moreover the wireless solution should be fully interoperable with the Asterisk PBX. After thorough research the decision was made to implement fully IP and SIP compliant professional DECT solution.

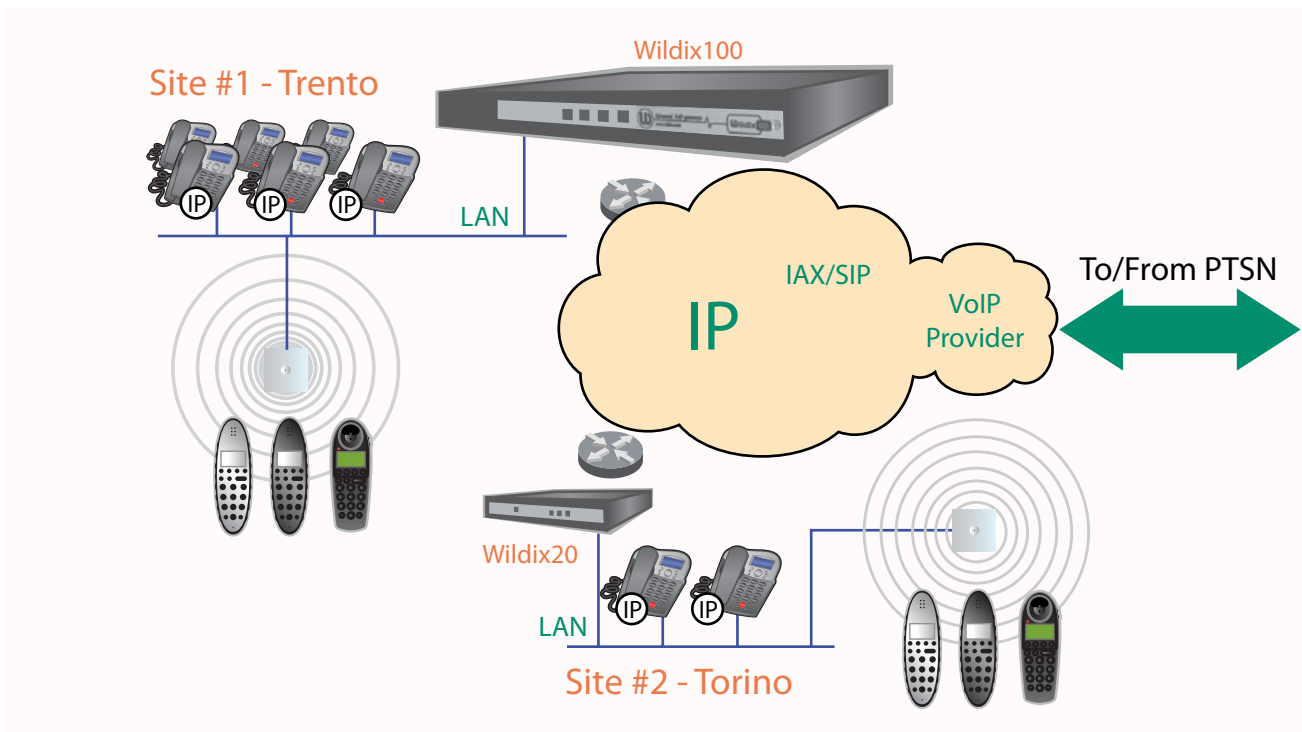
The KIRK Wireless Server 600v3 was chosen as it fits the Wildix expectations needs completely:

- IP Based Radio station
- SIP compliant
- Fully tested in the Wildix labs with the Asterisk solutions
- Repeater and Handover fully supported to extend the coverage
- Great wireless performance
- Fully tested and compliant with the Wildix multi-site environment

“We are really satisfied with the KIRK solution because it is fully integrated with the Wildix PBX SIP standard. It provides great service to our team and supports professional services such as attended transfer, music on hold and dtmf management.”

Moreover it provides our staff with a truly extended wireless coverage so we can use the VoIP services both indoor and outdoor on our premises”

Diego Gosmar, Wildix



An Asterisk based Wildix100 IP PBX solution with 1PRI card, fixed phones and KIRK DECT Wireless Handsets have been installed at the headquarter site. In the Turin branch offices an Asterisk based Wildix20 IP PBX solution with 1BRI card, fixed phones and KIRK DECT Handsets were installed. The above mentioned offices are IP connected and the VoIP solution is conveyed using IAX protocol. In each site the SIP standard protocol is used between the fixed, the wireless KIRK Handsets and the Wildix IP PBXs.

Besides the seamless mobility provided by the KIRK Handsets other provided services include IVR, Queue management, Internal and External call management via IP.

Polycom KIRK DECT wireless handsets

KIRK Handsets are designed and developed with the demanding user in mind. With focus on functionality, design and quality we continuously aim at making better handsets.

There is a range of KIRK DECT Handsets to choose from - each of them providing valuable functionality to the users. The KIRK DECT Handsets can be registered at up to 10 different systems making it possible for an employee who travels between these locations to bring along his handset.

Learn More

Visit us at www.polycom.com to learn more about Polycom unified communications solutions and how they can save your organization time and money—and enable you to quickly realize a return on your investment. Or contact your Polycom account representative for more information.

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