

Advance Automotive VoIP project

Areef Dean

Project Sponsor: Craig Burnett

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1 Introduction

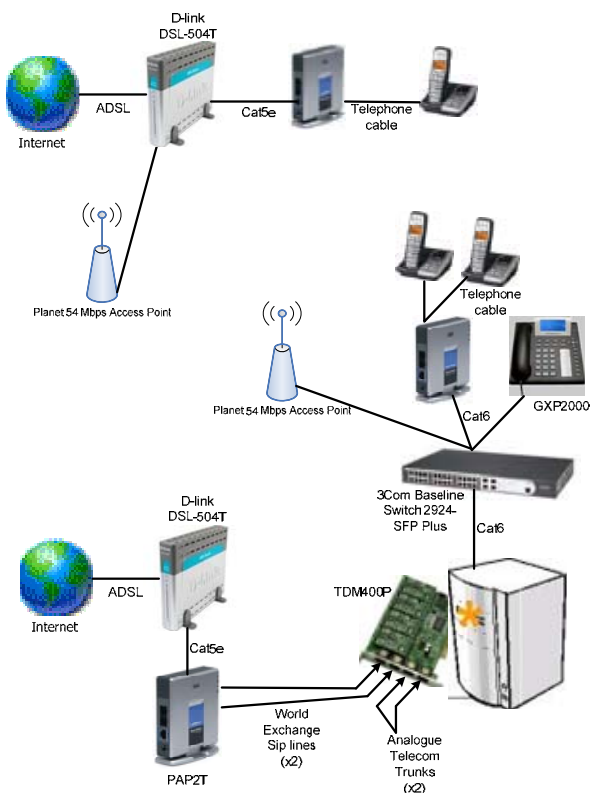
This project was sponsored by Craig Burnett, owner and manager of Advance Automotive, which currently has two workshops. The business needed their network to be upgraded to provide more room for expandability and provide better quality of service.

The business also needed an internal IP telephony system, which was able to take messages when no one was available and transfer calls to and from the different workshops.

2 Objectives

The project was taken up by Areef Dean and involved the following:

- The design and implementation of new network hardware and cabling
- The upgrade of server software
- The design and implementation of an open source IP telephony system
- Using the existing wireless link to create a communication link between workshops
- The addition of low cost, extra telephone lines through broadband using SIP
- The creation of user documentation, and provision of training to the employees



3 Conclusion

The network upgrade was well received as it created a perfect environment for IP telephony, while at the same time, provided future-proofing and catering for expandability of the IT infrastructure of the business.

The IP telephone system met all the requirements for communications within the business, which was fully functional and robust, and is already saving the business hundreds of dollars in bill payments.

