



CUSTOMER SUCCESS STORY

The Government of the Republic of Armenia upgrades to Unified Communications

Industry

- Government

Daily use

- Communications between agency offices and prime ministers offices

Solution

- A high tech innovative unified telephony solution

Results and benefits

- Improved communications
- Upgraded to cost effective IP network
- Improved productivity



Overview

Since the breakup of the Soviet Union in 1991, The Republic of Armenia has made tremendous progress in implementing many economic reforms including privatisation, price reforms and prudent fiscal policies. Armenia has managed to reduce poverty, slash inflation, stabilise its currency, and privatise practically all industries and agriculture.

One of the main priorities of the Armenian government is speedy development information and communication technologies (ICT). The Armenian government sees the direct connection between the adoptions of technology and the economic rise in the country. This strongly influenced the decision to replace their existing phone system for a state of the art installation of the Polycom® VVX® 1500 business media phones, and Epygi IP PBX.

Seeing is believing

After seeing a demonstration of the Polycom VVX1500 business media phone, Epygi line of IP PBXs and VoIP gateways at the Armenian Digitec Expo 2009, the Prime Minister of Armenia, Tigran Sargsyan, was impressed with the united Polycom and Epygi solution's features including the video capability, reliability, cost-effectiveness and scalability. After full analysis, Sargsyan decided to replace the outdated phone system, one that utilised the outdated technology and was costly to maintain.

The decision was made to equip the government building, which contains the prime minister's office, and in the remote ministries and other government agency offices to provide the government with one unified telephony solution.

State of the art technology, not only an efficient communication solution

"Epygi and Polycom are always there when we need them, and the products have lived up to the commitments made at purchase," said Tigran Nazaryan, the Chief of Division for IT and Special Systems. "Our users really like the new phones, and it has improved our communications and productivity, and the simplicity of using them. Epygi has prepared us for the future as our country continues to grow."

“Our users really like the new media phones, which improves communications, and productivity.”

Tigran Nazaryan, Chief of IT Division, Special Systems, Armenian Government

Overall, the solution was able to provide the government and its employees, at a low investment, a high quality telephony solution with a full feature set, including Polycom VVX 1500 which allows users to have video calls, end-to-end voice encryption, detailed call reporting, redundancy and computer telephony integration. The solution allows staff members to have regular internal and external conference calls using the integrated conference server.

The installed, currently support over 50 Polycom VVX 1500 business media phones across all locations for point-to-point video calls.

Most importantly, Polycom recognised this deployment of Polycom VVX 1500 business media phones as one of the largest installation of video phone in 2009/2010 in the central EMEA region.

“Epygi Technologies offers a reliable, affordable and feature-rich telephony platform that delivers the value of the Polycom VVX 1500 business media phones to the Armenian government,” explained Tim Yankey, senior director of product marketing at Polycom. “With the VVX 1500 business media phones and Epygi’s Quadro IP PBXs, the Armenian government employees are able to initiate high quality, ad-hoc voice and video calls with the simple touch of a screen, which streamlines collaboration, enables faster decision-making and improved productivity.”

About Epygi Technologies

Epygi Technologies, Ltd., a worldwide provider of IP PBXs, gateways and conference servers supporting small businesses to enterprise’s telephony needs, is a private US company founded in 2000 and has its headquarters in Plano, Texas as well as a development lab in Yerevan, Armenia.

About Polycom

Polycom is the global leader in open standards-based unified communications (UC) solutions for voice and video collaboration, trusted by more than 415,000 customers around the world. Polycom solutions are powered by the Polycom® RealPresence® Platform, comprehensive software infrastructure and rich APIs that interoperate with the broadest set of communication, business, mobile and cloud applications and devices to deliver secure face-to-face video collaboration in any environment. Polycom and its ecosystem of over 7,000 partners provide truly unified communications solutions that deliver the best user experience, highest multi-vendor interoperability, and lowest TCO. Visit www.polycom.com or connect with us on Twitter, Facebook, and LinkedIn to learn how we’re pushing the greatness of human collaboration forward.

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Video Conferencing

- Polycom business media phones – VVX 1500