

A decorative graphic consisting of three red circles of varying sizes and several thin red lines connecting them, set against a white background. The largest circle is at the top center, a medium one is below it to the right, and a very large one is at the bottom right.

Charles River Development UC Deployment

Customer Testimonial

Charles River Development Partners with Ronco and eZuce Open Unified Communications Solutions for Simplified Enterprise Communications at a Lower TCO.



Company Background:

Charles River Development provides software, hosting and data services to automate front and middle office investment operations for buy-side firms. On-premise software and SaaS solutions support portfolio management, compliance and risk monitoring, access to global liquidity, and trade processing. The company has more than 300 clients in 38 countries in the institutional asset and fund management, alternative investments, wealth management, insurance, banking and pension markets.

Situation:

Charles River Development had a legacy Nortel Meridian Option 11 PBX along with a newer Software Communication System, Model 500 (SCS500) installed for their brokerage affiliate. The costs of maintaining the two systems, was becoming costly and cumbersome. Ronco Communications provided support on both the Meridian I PBX as well as installed and maintained the SCS500 system. The older Nortel system which supported 95% of the company's communications was unable to provide any new features without significant investment in hardware along with costly software upgrades. The older Option 11 platform also did not provide for ease of administration.

The IT group at Charles River liked the software based communication model that the brokerage group had migrated to and the simplicity of day to day system administration. While the SCS500 did provide ease of application and day to day management, the long term support resources and product development efforts committed to the SCS500 system from the current manufacturer were no longer available to customers given recent manufacturer announcements on new software policies that dramatically limited SCS500 product support on a global basis.

Introducing Open Source:

The SCS500 product was initially designed leveraging the sipXecs open source code with development efforts managed by the SIPfoundry community having been established in 2004. The sipXecs open source project received significant investments in terms of R&D funding along with development resources and contributions from community members since 2004 to accelerate the technology innovations introduced to customers through the SIPfoundry website.

In an effort to enhance the development investments in the sipXecs project eZuce Inc. was established in January 2010 as the leading commercial entity supporting the open source efforts of SIPfoundry. eZuce Inc. was created by co-founders Martin Steinmann and Jerry Stabile, the original founders of SIPfoundry, as the leading provider of open communications servicing the needs of today's enterprises by offering an affordable, scalable, open unified communications platform that enables seamless integration with existing

communication systems.

eZuce launched the EZ Partner Program in October 2010 to build a community of business partners that can offer the eZuce open communication solutions to Enterprises while providing commercial support and professional services. Ronco Communications and Electronics Inc. joined the EZ Partner Program as the first EZ Elite partner representing eZuce exclusively in the Eastern region. Together Ronco Communications and eZuce enable Enterprises such as Charles River Development to upgrade their existing communication systems to next generation unified communications technology delivering the best user experience with compelling economics.

Solution:

Charles River Development elected to install a new communications system based on the Open Unified Communications solution from Ronco and eZuce which provided the following:

- 100% software based solution that is extremely cost effective with support from a trusted and reliable partner – Ronco Communications.
- Mature, robust, scalable and interoperable communications system which minimized the investment risk for Charles River.
- Provided Charles River with flexibility and freedom of choice for interoperability with other software applications given its open source architecture.
- Simplified Licensing model (all inclusive feature licensing rather than a la carte) which lowered Charles River's overall initial investment to deploy as well as Charles River's on-going maintenance costs.
- Offered more than traditional telephony platforms – as openUC delivers Communication as a Service while providing quality, reliability and flexibility.

Benefits:

- GUI based simple system administration for IT and end users.
- All inclusive Open UC license provides for all enterprise communication from voice to video, instant messaging, presence, conferencing, collaboration, unified messaging, call center, and mobility. No a la carte pricing – simply check a box when you are ready to deploy a service.
- Simplified model for managing upgrades to the software
- Lower total cost of ownership

- Solution utilized High quality HD Polycom telephone sets – providing end users the optimal, high quality audio experience along with AudioCodes gateways for any PSTN/TDM connections.
- Charles River Sale’s staff could easily be reached via the find me follow me function which provides simultaneous ringing to multiple call destinations.
- Soft phone capability offers a great solution for Teleworkers, Sales and Executives on the go.
- Instant Messaging, Video, Presence and Conferencing offer an enriched collaboration session among project teams.
- Support for a variety of handset choices and soft phone clients for mixed OS environment (Windows/Linux/MAC).
- Delivered immediate results, high end-user appeal, and a quick return on investment

About eZuce, Inc:

eZuce, Inc. delivers open communications enabling social business and collaboration designed for mid to large enterprises. eZuce serves as the commercial support entity and primary contributor sponsoring SIPfoundry and the sipXecs open source project. It is the first company to provide a SIP-based software only solution to enable Unified Communications-as-a-Service as the platform for next-generation, open UC architecture. For more information about eZuce, please visit our Web site at www.ezuce.com.

About Ronco Communications and Electronics, Inc:

Ronco Communications and Electronics, Inc. is an eZuce EZ Elite partner offering the complete portfolio of eZuce open communication solutions enabling enterprises to maximize their IT investments and achieve the lowest total cost of ownership leveraging next generation unified communications technology. Founded in 1965, Ronco Communications & Electronics, Inc. is an integrator of innovative communications products and services, with a strong focus on IP communications and unified technologies.

For more information about Ronco, please visit our website at www.ronco.net.