

D-Link®

“When we looked into connecting our branch offices through a cloud-based telephony system, we faced multiple obstacles that made this unfeasible. But Lantone Systems implemented a hybrid deployment of their FocalScope system that overcame these obstacles, and fully addressed our business communications needs at the same time.”

D-Link: Building Networks for People

Founded in 1986, D-Link is a global leader in the design, manufacture, and marketing of advanced networking, broadband, digital, voice and data communications solutions.

Following the company logo, “Building Networks for People”, D-Link continually meets the global networking and connectivity needs of digital home consumers, small office professionals, small- to medium-sized businesses, and enterprise environments.

D-Link’s business operations were spread across 8 branch offices in the Asia-Pacific region, each of which was running legacy PBX systems isolated from each other. To optimize the productivity of its operations, D-Link needed to integrate its branches into a single network to facilitate business continuity and minimize disruptions.

The Problem

- 1 D-Link needed a cloud-based system could be used to manage the various branches’ systems centrally. However, Internet connection was not ideal in certain locations, virtual telephone numbers were unavailable in several countries, and existing hotline numbers would have to be changed.
- 2 On-premise alternatives had high start-up costs, lacked central management capability, and there was a lack of technical personnel qualified to maintain the system at other sites aside from Singapore.
- 3 D-Link also needed a solution that can be expanded to incorporate multiple communication channels as future-proofing for future business expansion. This meant the solution must be able to handle Emails, Live Chat, SMS and Social Media.

The Proposal

Lantone proposed a hybrid deployment of our FocalScope system, utilizing FocalScope voice managers (FSVM) at each site to interface with pre-existing local lines, and are all connected to a central brain (FocalScope Controller) in FocalScope’s data centre.

This gave D-Link’s regional IT the power to manage and monitor the entire region’s call centre operations through a single UI. Despite being centrally controlled, the FSVMs are able to function independently when Internet connections go down at any site.

Being an Omni-Channel Call Centre system, FocalScope also met D-Link’s requirement that it be capable of incorporating future expansions in business communication capability.

The Outcome

The proposal to deploy FocalScope as a centralized contact centre-cum-IP telephony system was accepted by D-Link. The deployment was completed, and the system went live.

D-Link’s global workforce is now interconnected through a hybrid network, where the conventional telephony systems used by the branch offices were slaved to FocalScope’s cloud controller, and could be managed as a single system like a typical cloud-based telephony system.

At the same time, the voice managers remained operational on last received instructions during an Internet outage, ensuring local survivability and uptime. FocalScope’s remote configuration capability also allows for remote troubleshooting, resolving the issue of local tech support being unavailable in some of D-Link’s branch offices.

About Lantone Systems Pte Ltd

Since 1998, Lantone Systems has established itself as a leading industry player in the provision of IT solutions for MNCs and SMEs alike. We are equipped to offer a broad range of solutions that are tailored to meet the **Computing, Network, Telephony,** and **Infrastructure** needs of your organization. We take pride in creating highly efficient and resilient IT environments for our clients, allowing their enterprises to stay competitive and perform to their fullest potential.

For more information, please visit <http://www.lantone.com.sg>