

Dubai Courts Verdict: IP Solution with Mitel

CUSTOMER NEEDS

- A future proof solution for enhanced service to the public and legal communities
- Investment protection on existing infrastructure
- Consolidation of telecommunication infrastructure and resources across the branches in the Emirate of Dubai
- Better control on communication costs and budgeting
- Simple to deploy and use technology with aesthetic design

SOLUTION COMPONENTS

- Mitel SX-2000
- Mitel 3300 IP Communications Platform (ICP)
- Mitel Enterprise Manager
- Mitel Call Center Solution
- Mitel 3300 ICP CX Controllers for branch offices
- Mitel advanced voice mail with integration to Microsoft Exchange Server
- Captaris RightFax fax server with integration to Microsoft Exchange Server
- Tiger 2020 Pro Call accounting system with budgeting feature
- ProCurve Networking by HP

RESULTS

- Personalized and advanced features for users
- Networking across locations with consolidated telecommunication infrastructure and resources
- Flexibility to add on applications
- Increased efficiency of call handling and unified messaging
- Better service to customers through a dedicated call center / help desk
- Increased control on communication costs and management reporting with budgeting features
- Easy to use and manage using GUI-based enterprise management system
- Minimum end-user, administrator training required



Dubai Courts is one of the oldest entities in the emirates and dates back to 1833 during the foundation of Dubai as an emirate.

Dubai Courts issued a tender for a complete solution to meet their business requirements. After intense, rigorous rounds of technical and commercial evaluation, Telematics, one of Mitel®'s accredited channels in the United Arab Emirates (UAE) won the contract to deliver a converged solution to Dubai Courts. The solution consists of a converged infrastructure (TDM and IP) from Mitel, fax server from Captaris RightFax, and call accounting, reporting and budgeting from Tiger Communications, and ProCurve Networking by HP.

State of the Art, Cost Effective

Dubai Courts required a state-of-the-art communications system with varying functional and business requirements for its different business departments such as, associates and members of the legal fraternity.

It was important for Dubai Courts that the solution implemented was user-friendly and met all the needs of the staff, but at the same time, provided all the cutting-edge features that the executives demanded.

Dubai Courts wanted a communications solution with the flexibility to migrate to IP at their own pace, enabling them to protect their investment and retain the existing telecom's infrastructure.



it's about **YOU**

“With such diversity and advancement we are now witnessing in Dubai, Dubai Courts are keen to keep pace with the change and offer responsive services to both the legal profession and the public. We are therefore undertaking a daring modernization initiative to automate all aspects of our operations and maintain our high-profile image in Dubai, particularly in light of recent increased activities in relation to property laws, FDI and other international Dubai-based activities.”

– Hashem Al Hashmi,
Head of Treasury,
Dubai Courts

With the setup of two new branch offices, Dubai Courts wanted to utilize the telecom resources at the head office instead of having to invest in dedicated resources for each of the branches.

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“We were impressed with the Mitel SX-2000’s performance and are convinced of the need to migrate to IP and protect our existing investment while still retaining a reliable system. The Mitel IP solution is simple and cost-effective to deploy, giving the Courts the opportunity to grow the solution with the business,” concluded Mr. Hashmi.

Solution

The communications solution had to meet the industry standards and deliver advanced communications that enhanced the users’ experience, improved customer service and optimized operational productivity and costs. At the user level, Dubai Courts’ staff benefited from the ability to have unified messaging from their desktop combining voice and fax messages with their email messages.

The comprehensive suite of applications, desktop devices and platforms provided users with unprecedented ease of access, personalization and control over their communications, regardless of their operating environment.

The highly reliable Mitel SX-2000® TDM switch was installed at the head office and users were provided with the Mitel Superset range of digital telephones.

Dubai Courts consolidated all of their telecommunication resources by having the telephone lines and the connection to the local PSTN (Etisalat) centralized at the head office. The branches were connected to the headquarters over point-to-point E1 voice-leased lines using DPNSS protocol. Consequently, the solution was able to provide:

- Central telephone operators
- Central voice and fax messaging
- Central call accounting and billing
- Ease of centralized operation and control

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The solution enabled Dubai Courts to have the option of providing direct numbers to each of the users, based on ISDN PRI Direct Inward Dialing, thereby reducing the large number of dedicated direct telephone numbers that they were using.

The branches were fitted with Mitel IP telephones over the Mitel 3300 CX Controller ICP platform. The connections to the PSTN for the branches were auto-routed through the head office central platform.

Other Applications

Dubai Courts needed a vendor to implement the complete range of solutions that they were looking for. Telematics fitted into this role very well by implementing the following applications, which work together with Mitel’s telephony platform:

- Advanced voice messaging from Mitel integrated to the Microsoft® Exchange Server to forward voice mails to users’ email inboxes.
- RightFax fax messaging solution for desktop faxing integrated to Microsoft Exchange.
- Call center solution from Mitel, which was in line with Dubai Courts’ plans of providing better services to callers.
- Call accounting, reporting and budgeting solution from Tiger Communications to provide better control over communications cost and management reporting.

Courts Verdict

Dubai Courts now has a converged communications solution, which has increased the efficiency of call handling, improved customer service and other business processes, and has given the business the flexibility to add on applications in the future without sacrificing the investment of the legacy telephone system.

Customer Experience

→ Dubai Courts

MITEL it's about YOU

Companies don't make decisions, people do. That is why Mitel is leading the way toward a new and more personalized approach to communications for enterprise and small business. Our innovative solutions, applications and desktop appliances enable you to access, process and control your communications and information naturally, simply and efficiently.

Our solutions allow you to collaborate over distance and time and to interact with your customers, colleagues and partners as never before. By combining the power of voice, data and video over converged high speed networks, Mitel provides you with flexible and personalized tools that let you leverage the latest advances for personal and organizational advantage.

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