



Linking Council Office of Canoas, Brazil, with Quadros

In 2007 the city of Canoas, in the Rio Grande do Sul region of Brazil, decided to completely overhaul their communications network. They wanted a new system to link the municipal health and education departments and some municipal public administration bodies; an integrated, high-speed, voice and data communication network covering 115 public service sites.

Determining a Need for VoIP

To implement their 'Digital City' project, the council appointed Damovo do Brasil, a highly respected company specializing in the installation and configuration of modern, telecommunications solutions. Damovo studied the city's

telecommunication set-up and assessed their likely future needs.

Following this analysis, Damovo recommended setting up a wireless-based network across the whole city, covering some 70 schools and 40 health care services and the City Hall. They also recommended changing the telephone system over to a SIP-based Voice over IP (VoIP) service. The city's council was quick to appreciate the efficiency benefits and cost-savings these solutions would bring and gave the project its approval.

Choosing Epygi

Each site was equipped with a Quadro IP PBX



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from Epygi Technologies and connected with the City Hall and the other network sites. At the same time the existing PABX in the city hall was upgraded by installing a new IP system, with IP and analogue phones for each network point, assuring effective communications.

All the sites are now part of the same telephone system, which is administered centrally from the City Hall. They have a standardized telephone extension numbering system, and the internal phone list is available to all users on their computers.

Epygi Provides Easy and Flexible Feature

The management of the system has proved to be very easy. When a new extension is needed, an IP telephone is plugged into the site's IT network, and the system automatically handles the configuration. At the same time, the system automatically amends the internal phone list so this is always up to date. All other extension changes are handled in a similar way, and upgrades in telephone and system software can also be done from the central administration PC in the City Hall.

Increased Efficiency Provides Improvement

The City Council of Canoas has seen a positive change in the efficiency of its internal communications and the service it provides to its citizens thanks to its new IP telephony system. In addition, they have made significant savings because there is no cost for calls within their network.

"It has been a great improvement for our city," said Eduardo Ritter, Secretary for Municipal Management and Modernization of the city of Canoas. "This project has been possible because there was perfect commitment

between the city mayor and the secretaries with improvements in citizen services for education and health."

Damovo's Business Development Director, Cesar Correa, explains that the structure of the Digital City of Canoas is at level two. "Canoas now has a working wireless network that covers all the administration offices, interconnecting them for IP telephony and video calls. Levels three and four include video monitoring and web services for the citizens which can be easily implemented in the future."

A Reliable System Connects a Complex Infrastructure

The new network allows municipal health services and schools to take advantage of a modern infrastructure that is rapid, flexible and secure, ensuring reliable communications. The Canoas City Council now wants to move the 'Digital City' project to levels three and four in the near future. In this they are like other councils that Damovo has helped to move into the digital era. With the 'Digital City' project, the city of Canoas is ready for the future.

About Epygi Technologies

Epygi Technologies, Ltd., a worldwide provider of award-winning IP PBXs and Gateways supporting small businesses to enterprise's telephony needs, is a private U.S. company founded in 2000 and headquartered in Plano, Texas. Reliable, secure, easy to install and use, Epygi's products offer users outstanding benefits and an unparalleled range of features at very economic prices. Customers are able to improve their productivity, lower operating expenses, enhance their image, while affording the latest in telecommunications equipment. Visit us on our website, follow us on Twitter, like our page on Facebook and join our LinkedIn group.

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Case Study - Canoas, Brazil