

## Ministry Of Foreign Affairs – IP Telephony Solution at the Head Office And Telephone Linkage Between Head Office & Teleposta Towers



Ministry of Foreign Affairs personnel using the AC WIN console

Project Value: 12Million Kshs. and 3 Million Kshs. for additional linkage

Project Status: Completed

### Ministry Of Foreign Affairs Project KENYA

*The Ministry of Foreign Affairs and International Trade is in charge of management of Kenya's Foreign Policy and International Trade Affairs. This is a crucial task supported by a sizeable workforce and requires a lot of co-ordination with all other government entities, private corporations and also the general public in their quest for various services.*

*To meet this requirement of efficient communication integration, Soulco Kenya provided the HiPath 4000 system and a network of analogue, digital and IP telephone sets to link up the Ministry's personnel who were located in both the Ministry of Foreign Affairs and International Trade building and the Kenya International Conference Centre building.*

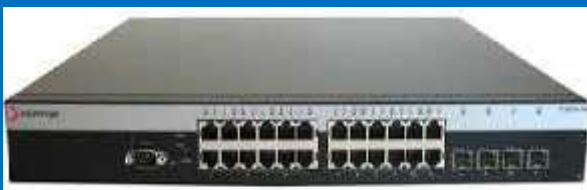
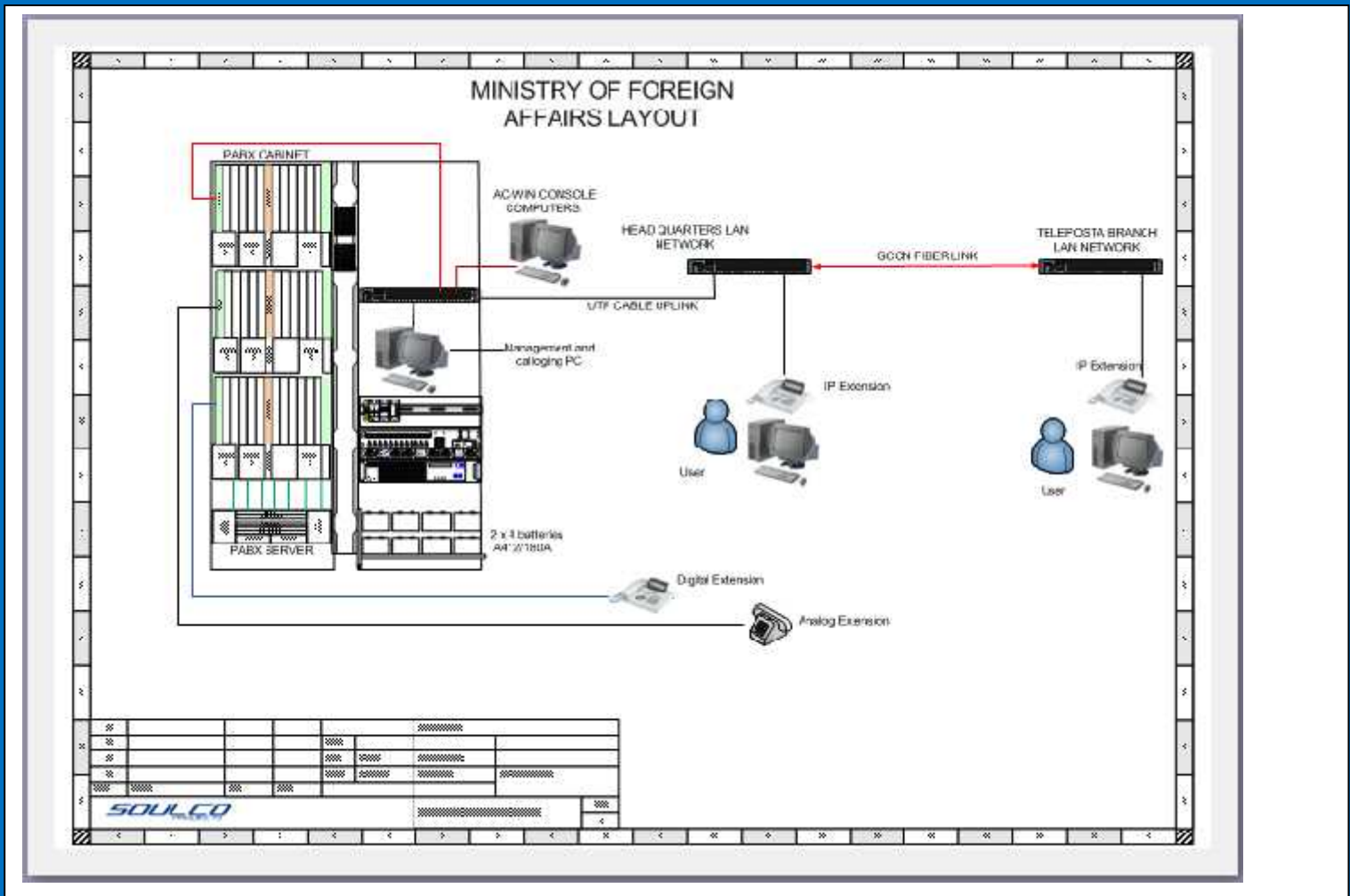
*In 2014, the Ministry relocated part of its personnel to the Teleposta Building which is still within the CBD and approached Soulco Kenya to offer additional telephone link facilities between the two buildings. The project also included an upgrade of the existing communication integration solution system.*

### Solution Description

*Our solution for voice involved provision of the following;*

- *Hipath 4000 Communication Server V6.*
- *1500 IP Open stage 20 HFA, 5 AC Win Attendant consoles,*
- *Digital extensions*
- *PoE Switches for the IP telephone sets*
- *Integration with third party Telephone management system - Teleman*
- *Hipath 4000 Expert in one central control room*

Design Layout:



*The IP phones installed use PoE Switches which greatly reduces the need for extra power sources*

*The HiPath 4000 v6 system installed at the Ministry of Foreign Affairs & International Trade is currently supporting about 300 users located in the two different t buildings.*

*New users continue to be added to the system which has a capacity to support up to 12,000 users.*



*HiPath 4000 installed at the Ministry*

*Training:*

*In addition to installation and commissioning, Soulco Kenya also conducted an important training and technology transfer session for a team of representatives from selected Ministries. This was held at the Soulco Training Center in Belgium. The areas covered by this training included;*

- HiPath 4000 V6 Architecture Overview*
- TDM Architecture*
- IP Distributed Architecture (IPDA)*
- Opens cape Xpressions*
- Accounting Management*
- Attendant Console (ACWin IP)*
- HiPath 4000 Maintenance*

*This knowledge enabled the trainees to monitor and manage the HiPath system, check for errors and to handle basic tasks regarding the extensions and telephone management.*



A team of representatives from the Ministries during the training in Belgium

#### Benefits of this Project

- *The solution established an efficient, stable communication process between the Ministry's personnel within and between the two buildings*
- *Migration to a single and highly resilient communications platform has delivered considerable Savings in maintenance costs and reduced incident calls to the helpdesk.*
- *More convenience and simplification in Administration through migration to Voice over IP (VoIP)*
- *Integration of analog, Digital and the IP ensures maximum use of resources*
- *IP phones deployment uses the existing network utilizing the same port with the PC*

*This project continues to be maintained by Soulco Kenya through technical support, issuance of spare parts and general preventive maintenance based on an SLA with the Ministry to ensure continued efficiency.*

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