

“The CommuniGate Pro solution really did provide everything that we needed and we were amazed that it was able to do so in a single platform. GAP were great and really helped us through every step of the process, which made the whole implementation extremely smooth.”

Steve Harman - IT Manager, Envisional

An intelligent solution for an innovative business

CommuniGate Pro provides voice and data communications for Envisional in one single platform

Envisional is an innovative technology company whose business is based on the concept of applying intelligent automation to the task of monitoring the vast, formless universe of the Internet. Envisional has been building on the experience and the know-how of a growing team of artificial intelligence and search software experts since 1999. Their unique expertise, supported by patented technology, is proved in action on a daily basis, as they help protect their blue-chip client list – which includes major brand owners from global banks, software firms and manufacturers to Hollywood movie studios, luxury goods and FMCG companies.

Despite its discreet profile, Envisional has become an international authority on counterfeiting, Internet fraud, online brand management and digital piracy. Behind the technology stands the expertise and business knowledge of a team of dedicated analysts whose intimate understanding of today’s ever-changing online threats helps customers secure their assets, anticipate problems and gain an early glimpse of new business opportunities. Ultimately, this is a new technology that can be used to find any content from any online source to meet any need. It can also be embedded into other systems, opening the door for OEM deals with suitable partners who can see how Envisional’s technology could add new dimensions to their own businesses and applications.

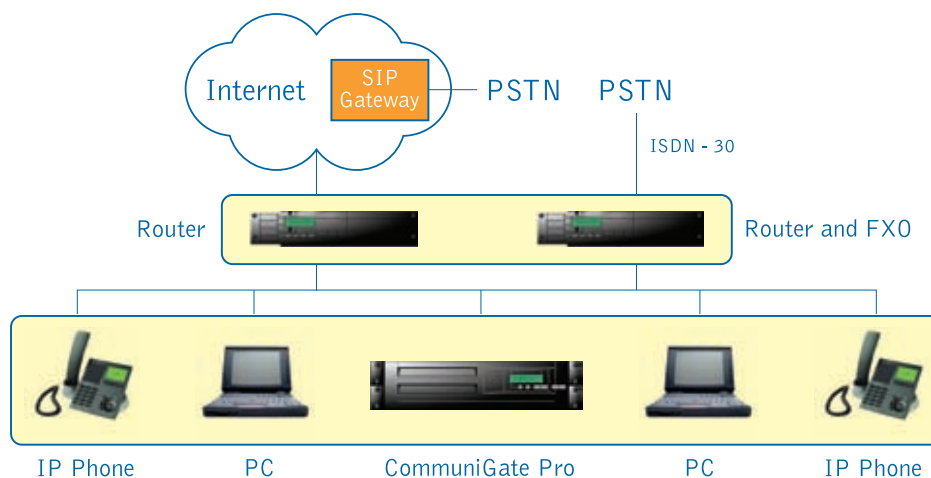
The challenge

Envisional were looking for an email platform which supported groupware and in particular the Outlook interface. Steve Harman, IT Manager for the company, evaluated a number of alternatives and then selected CommuniGate Pro. The reason for his choice was primarily due to previous experience with the solution, but also due to its ability to run on most hardware and operating system platforms. Steve proposed CommuniGate Pro to the board as the right way forward for Envisional, they accepted his recommendation and the solution was then implemented on a Red Hat Linux operating system in November 2005.

Due to the company's expansion, Envisional came to a point where they needed to move office and were therefore faced with the obvious decision of what to do about telecommunications. Steve Harman had become aware of the telephony support which the latest version of CommuniGate Pro offered and saw the opportunity to move to a truly-converged solution, which was implemented in March 2006. All users now have a single account for email, telecoms and SIP-based services, making the management of the system incredibly straightforward, whilst also giving users a very simple communications tool, with just one identity for all forms of interaction.

At this time GAP was working to develop the CommuniGate Pro UK market directly, before setting up its partner channel, so the two companies worked closely together to undertake a costing exercise which placed CommuniGate Pro very favourably against traditional PBX and IP PBX suppliers – without all of the additional capabilities outlined above.

The CommuniGate Pro system now delivers a wide range of telecoms functionality including features such as voicemail, unified messaging and sophisticated out-of-hours call routing capability. Envisional chose Grandstream 2000 IP handsets, as well as including a number of analogue adaptors which enabled them to integrate their faxes and other analogue devices. The PSTN gateway was provided by using a CISCO 2800 and the appropriate interface card.



With initial set-up by GAP, along with a 'learn as you implement' approach, Envisional are now able to take advantage of a full suite of voice and data communications tools.

Key benefits

- Low total cost of ownership – one user account for email, SIP and voice.
- Flexibility in choice of hardware – server platform, networking and handsets.
- Ability to add additional PSTN gateways, both internal and external.

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