

INFORMATION TECHNOLOGY

Role of Open Source in IP-Telephony Fall VoiceCon 2006

Arnold Solomon
IT Architect

www.southernco.com

Are any enterprises using these systems as their primary communications platform in any locations?

- Many enterprises are evaluating and prototyping the benefits of SIP with open source projects. We are investigating the following areas:
 - End point interoperability – SIP Phones
 - Siemens
 - Avaya
 - Cisco
 - RIM 7270
 - snom
 - GrandStream

Are any enterprises using these systems as their primary communications platform in any locations?

- Many enterprises are evaluating and prototyping the benefits of SIP with open source projects. We are investigating the following areas:
 - Video Phone Interoperability – Standards based Video Conferencing (SIP)
 - PolyCom
 - Tandberg
 - Vizufon
 - EyeBeam, soft-client

Are any enterprises using these systems as their primary communications platform in any locations?

- Many enterprises are evaluating and prototyping the benefits of SIP with open source projects. We are investigating the following areas:
 - Telecommuting
 - SIP
 - Terminal adapters
 - Gateway routers with integrated terminal adapters
 - IAX2
 - Asterisk servers

Are any enterprises using these systems as their primary communications platform in any locations?

- Many enterprises are evaluating and prototyping the benefits of SIP with open source projects. We are investigating the following areas:
 - IP Trunking
 - SIP
 - IAX2
 - Next generation service providers
 - FreeWorldDialing
 - SipPhone.Com

If you use vendor-proprietary platforms, can open source still play a supporting role in your implementation?

- Yes, we developed a Radio Paging Terminal Emulator to send email messages to our BlackBerry and iDEN radio users from a PhoneMail system

INFORMATION TECHNOLOGY

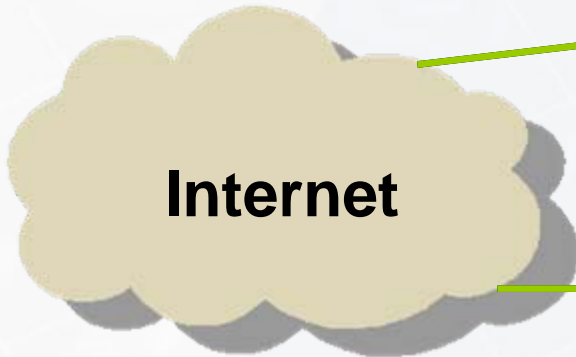
PhoneMail

SIEMENS



BlackBerry Paging Terminal

```
sendmail -f paging@abc.com 5161234@xyz.net
```



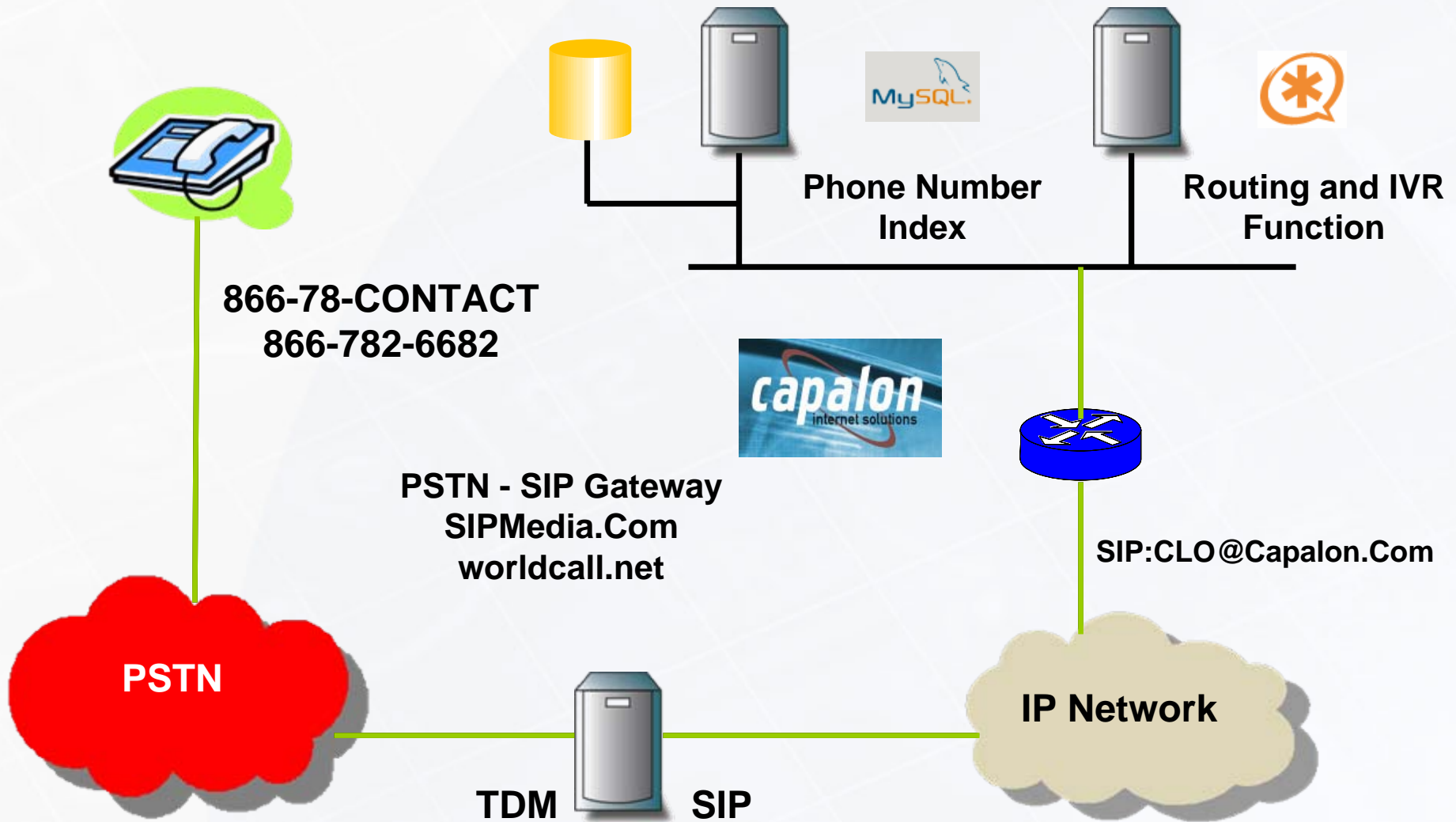
BlackBerry Paging Terminal - Corporate Value

- Currently 120 users for a projected savings of \$3600 / month or \$43,200 / year
- 2525 BlackBerrys
- 20,729 SouthernLinc iDEN units
- Potential cost aversion of \$1,000,000 / year if 12% of our users were to utilize the service

If you use vendor-proprietary platforms, can open source still play a supporting role in your implementation?

- ContactLovedOnes.Org is an example of how an open source solution can function in a Public PSTN environment

INFORMATION TECHNOLOGY



What types of capabilities are best suited to open source software?

- Niche applications not addressed by proprietary / closed systems
 - Paging Terminal Emulator
 - Emergency High Capacity IVR / VoiceMail (ContactLovedOnes.Org)
 - Telecommuting adjuncts (Currently evaluating)
 - SIP Turrets (Future investigation)

Should any areas be off limits?

- No, we have considered both SIP Turret Systems and a Fire Conference Bridge replacement system
- The paging terminal described, while not mission critical has very high visibility, equal to our Voicemail systems

What are the ground rules for using, modifying and creating your own open source software?

- Must make Business Sense, not be a reinvention of the wheel
- Must be reliable
- Must be supportable
- Must use well understood components: LAMP + * + SIP

LAMP + * + SIP

- Linux
- Apache
- MySQL
- PHP Scripting Language
- Asterisk (*)
- SIP (Session Initiation Protocol)

Why use Open Source Projects?

- They are a cost effective way to get traction to demonstrate the value of Voice over IP Telephony using SIP
- They allow commodity hardware and software components to be leveraged to solve business needs
- They leverage programming and operating systems skills currently being developed in High Schools and Colleges
- They allow for functions or features to be added or subtracted
- They facilitate innovation



New User Creation

Extension Number:

Full Name:

Page Script:

Email Address:

Voice Mail Number:

Sender Domain:

User Name:

Password:

Retype Password:

powered by **AMP**

powered by **AMP**

What challenges are faced by enterprises when implementing Open Source Projects?

- Distributions versus individual components
- Community Support versus Vendor Support
- Data Application versus "Appliance"