

### **Client Profile**

- ✓ Global hedge fund established in 2003, with 70 employees occupying offices in New York, New Jersey, London, Hong Kong and Beijing
- ✓ The hedge fund manages multiple strategies that include: convertible arbitrage, capital structure arbitrage, bank loans, high yield trading, distressed securities, special situations, equities, and various types of relative value trading
- ✓ Their offices are fully integrated and connected via voice and data, creating a seamless worldwide office

### **Situation**

The client expressed to Eze Castle Integration a need for a voice solution that was scalable, survivable, and cost-effective. Eze Castle originally began discussions to develop a plan that would address the client's need to have associates from their New York office physically work in the New Jersey office and operate as if they were part of the New York phone system.

After further discussions, the client also requested disaster recovery for Voice that included adding voice "survivability" to their existing setup in a New Jersey hot disaster recovery site, should the main New York phone system become unavailable. Furthermore, the client wanted to leverage their expensive point-to-point data circuits between their offices around the globe for voice traffic.

### **Solution**

Eze Castle Integration customized an Avaya Communication Manager solution for this client which consists of an S8500 Media Server with G650 Media Gateways in the New York office (including 3rd party turret integration via the QSIG protocol), and an S8300 Media Server with G700 Media Gateways, running in Local Survivable Processor (LSP) mode in the disaster recovery facility in New Jersey.

With this Avaya solution, both sites function as "one system", meaning that they can share bridged appearances between the locations. For example, they can view busy-lamps of New York associates on a user's phone in New Jersey and vice versa. Both offices share one voicemail server located in the client's New York facility, and they also enjoy centralized management and administration through a single user interface.

The Avaya solution allowed the client's associates to easily move between the New York and New Jersey offices and work normally from either location. Additionally, the solution strengthened the client's Disaster Recovery plan because of the LSP functionality. If the New York S8500 Media Server were to become unavailable, the S8300 processor – usually in stand-by mode - becomes active and gives users the ability to work from the New Jersey office or just use their Mobility (extension to cell phone) and IP Softphone features from home or the road.

The deployment of the Avaya voice solution took about 6 weeks to implement and included Eze Castle project management, programming, installation, and training in both locations.

During the implementation of the New York/New Jersey project, the client was so impressed with the solution that they decided to install an S8300 Media Server with G700 Media Gateways, running in LSP mode off of the New York S8500 Media Server in New York, and in their London office. Eze Castle teamed with our Avaya Business Partner in London, and this project was successfully completed in about 4 weeks.

The project's success has been immeasurable to the client. In addition to being able to move seamlessly between the discussed offices, they also now enjoy a unified dial plan, which allows the client to utilize 4-digit dialing between multiple offices and save on long-distance charges.

The client has since set up meet-me conference bridges that they use for quick "dive in" conference calls and discussions on the fly. IP Softphones have also been set up for users in the Beijing office so that they can enjoy 4-digit dialing between the offices as well as Voice over IP (VoIP) over their dedicated data circuits for reduction of toll-charges stemming from that office. In the future Eze Castle will support this client deploying a global video conferencing solution.