

## Case Study

# Pelikani Security Group Relies on Grandstream IP Phones to Keep Clients Safe and Secure



### Challenge

Build a robust IP Telephony solution for a private security firm that protects some of the largest businesses in Albania.

### Solution

Grandstream IP phones along an Asterisk IP PBX server were implemented

### Value Created

- Dramatically increased company image, productivity and efficiency
- Drastic increase in supported call volume
- Ability for dispatchers to access multiple SIP lines on one phone
- Dispatchers receive calls quicker, hear and speak to the caller using HD audio, can transfer calls to anyone in the company, and therefore dispatch patrols faster
- Integration of analog and GSM phones to support transferring of any call to any other line and to drastically lower costs with SIP calls
- Use of state-of-the-art VoIP encryption security

### Pelikani Security Group

Pelikani Security Group is a private security firm in Tirana, Albania. The company provides on premise security and safety protection for some of the largest and most prominent businesses in Albania by supplying security guards and private police forces that operate in and around a client's business location. Pelikani uses a central operation center to coordinate and dispatch all patrols in case of emergency or incident.

### Current Telephony Solution

The Pelikani Security Group was moving to a brand-new office building and they wanted to put in place a modern, reliable and full-featured SIP telephony solution. Pelikani's previous office used an outdated analog phone system that was expensive to operate and maintain, could only handle a handful of calls simultaneously, and offered no communication security or encryption. Their existing system also did not include essential features such as voice mail and call-recording, the latter being especially important to a private security company.

### Requirements of the New Solution

Voice communication is paramount to the success of the security services offered by Pelikani. The central operation center needed to always be able to get in touch with patrols in the field and patrols in the field always needed to be able to get in touch with central operation center. A breakdown in voice communications on any end could serve to be disastrous for Pelikani and their clients, and therefore their phone system needed to always be fully operational. Pelikani needed an advanced telephony solution that was extremely reliable, could handle a large amount of concurrent calls, encrypt calls for advanced security protection and offered data tools to track and record calls.

### Pelikani's New IP Telephony Solution

Synapse ATS, a local reseller and communications installer in Albania, was brought in to design and build Pelikani's new telephony system. At Synapse ATS' recommendation, Pelikani deployed an IP telephony solution made up of 23 Grandstream IP phones anchored by an Asterisk IP PBX software installed on a SuperMicro server. OpenVox analog cards were installed to incorporate existing analog lines as a backup, and GSM cards were installed to better support incoming mobile calls while offering the ability to make outbound calls through GSM networks when needed. Various Netgear PoE switches were used to cut down on wiring and simplify the deployment.

## Grandstream IP Phones

Synapse ATS deployed three different models of Grandstream IP phones at Pelikani's office: the GXP1165 1-line Basic IP phone, the GXV3240 Video IP Phone for Android™ and the GXP2160 Color-Display Enterprise IP phone. All of Grandstream's IP phones offer an industry-leading set of voice and data features while also offering the best price-performance ratio on the market. Grandstream IP phones offer best-in-class HD audio, advanced security and encryption protection, multiple-party conferencing, automated provisioning for easy deployments and future additions, Power-over-Ethernet (PoE), multiple peripherals for integrations with various 3rd party devices and broad support for any 3rd party SIP service or product.

### GXP1165 IP Phone

Synapse ATS deployed 20 GXP1165s throughout Pelikani's office. This phone was put on the desk of all employees because it offers the best price/feature ratio on the market while ensuring complete stability and encryption protection. This 1-line IP phone offers 3 XML programmable soft keys that can be used as speed dial keys to quickly get in touch with emergency contacts and display 2 calls at a time to ensure that a dispatcher will always know if another call is coming in. The phone allows dispatchers and other employees to initiate a 3 conference at any time, for example, to communicate with a client and an on-the-ground security agent in case of incident. Most importantly, the GXP1165 could be incorporated with the call recording solution installed on the centralized IP PBX to allow all incoming and outgoing calls to be recorded while also offering advanced encryption technology to protect incoming and outgoing calls.

### GXV3240 Video IP Phone for Android™

This is one of the most powerful enterprise IP phones on the market. This Video IP Phone for Android™ offers use of up to 6 lines and 6 SIP accounts on one phone while also supporting up to 4 GXP2200 Extension Modules to allow for quick and easy access of up to 160 contacts. All of this is in addition to the fact that the GXV3240 runs the Android™ operating system, includes an incredibly easy-to-use 4.3 inch capacitive touch screen, offers built-in Wifi and Bluetooth and features Gigabit network ports for the fastest connection speeds. The GXV3240 was the ideal phone for Pelakani's receptionists and secretaries because it gives them the ability to operate 6 different phone lines and SIP accounts on one phone, so multiple different phone lines can be accessed on the same phone. This phone was also ideal because it offers 1-touch access to up to 160 contacts when paired with four GXP2200 extension modules, allowing receptionists to dispatch calls quickly and easily.



The GXV3240 features built-in one-touch call recording to allow the receptionists and dispatchers to record any incoming or outgoing call simply by pressing a button on the phone. The recordings are then saved directly onto the phone and can be exported in many ways. The GXV3240 can also be incorporated with the call recording solution installed on the centralized IP PBX. Another important aspect of the GXV3240 is its use of advanced encryption technology to protect incoming and outgoing calls.



*“When the Pelakani Security Group told us that they were in the market for a new IP telephony system, we immediately recommended Grandstream,” said Bernard Toci of Synapse ATS. “Any business or user in the world needing easy-to-use IP phones that can increase calling abilities and support robust security protection and data tools should look no further than Grandstream. We have been deploying Grandstream phones for years because we have seen the major impact that these high-quality IP phones have on business results, and we love how easy they are to setup and use.”*

**Bernard Toci**  
Synapse ATS

## GXP2160 Enterprise IP phone

The GXP2160 Enterprise IP phone was deployed on the desk of Pelikani’s CEO. This 6-line IP phone with full color display was perfect for the CEO because he receives business calls on his multiple business SIP accounts (which are paired to the GXP2160) as well as on his mobile phone. The GXP2160 features built-in Bluetooth which not only allows for use of Bluetooth headsets, but it allows the CEO to pair the contact book on his mobile phone with the GXP2160 so that he always has access to the same contacts no matter what. Most importantly, built-in Bluetooth allows the CEO to pair his mobile phone with the GXP2160 so that he can answer all calls incoming to his mobile phone using his GXP2160 and the transfer the calls back to his mobile in case he needs to leave the office. The CEO can also use the GXP2160 to make outbound calls using the mobile account on the Bluetooth-enabled mobile device that is paired with the GXP2160. The GXP2160, thanks to its built-in Bluetooth, offers one centralized hub for all business SIP and mobile calls.



The GXP2160 also includes 24 BLF/speed dial keys to allow the CEO to quickly and easily transfer calls to other users and monitor the status and presence of his employees. The phone can also be incorporated with the call recording solution installed on the centralized IP PBX. Another important aspect of the GXVGXP2160 is its use of advanced encryption technology to protect incoming and outgoing calls.

## About Synapse ATS

Synapse ATS is a fast growing and innovative ICT Service and Solutions provider company with a wide technology expertise, which ensures organizations to build sustainable physical network infrastructure, connect its employees, remote offices and its partners, provide unified communication and collaboration tools in order to boost productivity and efficiency, ensures that information is secured, protect peoples and assets, and assist to put in place server rooms or data centers.



## Grandstream Networks

### A Complete SIP Business Communications Provider

A supporter of all things IP, Grandstream Networks believes that every business is unique and that ‘no size fits all.’ From its inception selling ATA’s to customers wanting to migrate to IP while using their older analog telephones, Grandstream has consistently worked to introduce products to help businesses, of all sizes, around the globe implement VoIP solutions that positively impact productivity and the bottom-line. A decade later, Grandstream has expanded its product set from ATAs to also include SIP-based telephones used in a variety of on-premise or hosted environments to IP Multimedia Phones for desktop video calling and Internet applications to IP video surveillance cameras for physical security monitoring. Grandstream helps bring the business value of VoIP to the desktop.