



## Sisters of Our Lady of Charity install Converged Telephony

The Sisters of Our Lady of Charity have installed an innovative 3Com Voice over IP (VoIP) telephone system in their new Convent building on Sean McDermott Street. Kedington was selected to specify and design the converged telephony solution and provide comprehensive support and maintenance both in terms of hardware and software.

Sister Frances who is responsible for the IT requirements of the Convent was introduced to Kedington by consulting engineers, Delap and Waller, which in turn was responsible for the fit-out of the new building. "We had been used to an antiquated telephone system but saw the new building as an opportunity to install a thoroughly modern solution," she says.

"We were introduced to Kedington and found immediately that they used plain English to explain the different solutions available and far from trying to oversell products, they actively helped us streamline our requirements, thereby giving us a excellent solution but at a competitive price."

Kedington installed a 3Com NBX100 system running over a data network shared with the computers. The telephones connect to the data network using Ethernet cable, which ultimately connects to an Ethernet Local Area Network (LAN) comprising of Data Switches. Kedington opted for Power-over-Ethernet (PoE) switches which allow voice and power to use the same cable, reducing the overall number of cables required.

"The benefits of using a converged solution are many, including the fact that voicemails can be sent to computers as an email attachment," says Matt Porter, managing director of Kedington. "We can also allow direct dial numbers, internal routing and specific outbound numbers to be displayed as required."

Other benefits include the ability to daisy chain PCs to the telephone system using a single cable to connect and power the telephone with the PCs directly connected to the telephone system.

"Given that the sisters are elderly and require individual numbers for their rooms as well as general areas, a converged solution offers great flexibility," adds Porter. "The ability to be able to make calls internally is also a great benefit for the ongoing smooth running of the Convent," says Porter.

Kedington installed 15 telephones, all with speakerphone functionality, but the system could scale to 200 devices if required. It is fed by a single basic rate ISDN line from eircom providing a maximum of two simultaneous calls. For future demands, this can be upgraded to eight calls without the need for any new hardware.

Sister Frances is very pleased with the service. "All incoming calls ring telephones in the public areas such as the kitchen or dining room but not in the bedrooms. Kedington has set it up so that anyone picking up the call can see at an instant that it is an external call and will answer appropriately.

"Before we spent a lot of time trying to hunt down people – often unsuccessfully. Now, we have an elegant solution that works well and is well maintained by Kedington."

## **About Kedington**

Kedington was founded in 1989 and was purchased by Denis O'Brien's Esat in 1999. In March 2003 an MBO, lead by two of the original owners, Matt Porter and Colm Lyons, was concluded taking the company back into private ownership. Matt and Colm secured the entire Republic of Ireland operation, with offices in Dublin, Cork and Limerick, and kept the original management team together. Its customers have enjoyed a seamless change-over and continue to benefit from a huge wealth of expertise that still resides within the group.

**For more information, please visit [www.kedington.ie](http://www.kedington.ie)**

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