



## IGATE Case Study

### High-Availability Hybrid SBC Delivers Smooth Migration of Global Contact Center to IP Infrastructure

**IGATE selected AudioCodes' Mediant 3000 hybrid media gateway and session border controller solution to connect its international contact center operations to the PSTN. The reliable, scalable Mediant product line is an ideal solution for call-center migration to IP telephony, offering powerful SIP trunking and session border controller functionalities.**

### Background

Based in India, IGATE ([www.igate.com](http://www.igate.com)) is the first fully 'integrated technology and operations' (iTOPS) firm with a global services model. IGATE enables its clients to optimize their business through a combination of process investment strategies, technology leverage and business process outsourcing and provisioning. The company has leveraged its deep understanding of diverse business challenges faced by global enterprises, coupled with thought leadership in IT, and process/operations excellence in building the iTOPS framework.

### Challenges

IGATE was faced with the challenge of transitioning from its legacy Nortel Passport devices that were at full capacity and approaching end-of-life, to a cost-effective, future-proof solution designed to support VoIP technology. IGATE's telecoms infrastructure was TDM-based with 2 Passport 7400 switches located in the USA. They were connected to its contact center platforms in India over international private leased lines.

In order to achieve its goal, IGATE would have to replace the obsolete switches with next generation platforms that could easily integrate with the new IP infrastructure. By offering both TDM and IP connectivity, the new platforms would help IGATE migrate to packet-switched telephony, enabling the company to benefit from the latest technology and lower capital and operating costs.

The new devices would need to be fully interoperable with IGATE's existing Avaya Aura Session Manager IP PBXs, located at IGATE's Bangalore and Noida facilities. They would also have to enable future integration with CTI, IVR and other mission-critical applications that would allow IGATE to continue to provide best-in-class customer service.

The replacement solution had to ensure high voice quality, while offering excellent reliability and scalability. In addition, the solution would have to exhibit proven interoperability with IGATE's IP PBXs and other existing systems.

Mr. Chella Namasivayam M, IGATE's CIO, added: "Our business is all about delivering the highest levels of service to our customers. Therefore, excellent voice quality and high availability were critical requirements. We needed a highly reliable solution and a smooth migration that would keep service disruption to a minimum."



## Solution

IGATE chose AudioCodes' powerful Mediant 3000 hybrid media gateway (MGW) and session border controller (SBC) platform to replace its US-based legacy Nortel Passport switches and ease the migration to IP telephony. Each Mediant 3000 can support up to 63 E1s (or 84 T1s) and 2,016 TDM channels. Its best-of-breed hardware is designed to work in a heterogeneous environment with an economical, compact 2U chassis reducing rack space, power consumption and cooling requirements.

AudioCodes Media Gateways are fully interoperable with a vast array of third-party VoIP and TDM-based systems. Apart from enabling the migration from a traditional TDM-based network to a SIP network, AudioCodes' Mediant 3000 also provided IGATE with a single common platform for seamless integration with 3 different solution providers - Avaya Session Manager, Cisco Call Manager and Microsoft Lync 2013 - and with the relevant PSTN telecom service providers in the United States.

The Mediant 3000 scales easily to accommodate increased volume requirements. In addition, it supports carrier-grade availability, offering redundant power supplies, network interfaces and voice processing boards, thus ensuring the highest degree of reliability. Furthermore, thanks to AudioCodes' field-proven voice processing technology, the Mediant 3000 offers high voice quality in all network conditions.

IGATE's new global IP infrastructure also enabled the company to manage the Mediant 3000s located in the USA from the company's operations center in India using AudioCodes' Element Management System (EMS). With an intuitive graphical user interface, EMS covers all aspects of efficient operation, administration, management and provisioning (OAM&P) of AudioCodes' voice network products. AudioCodes' EMS enables companies deploying VoIP networks to cost-effectively manage their voice network throughout its complete life cycle.

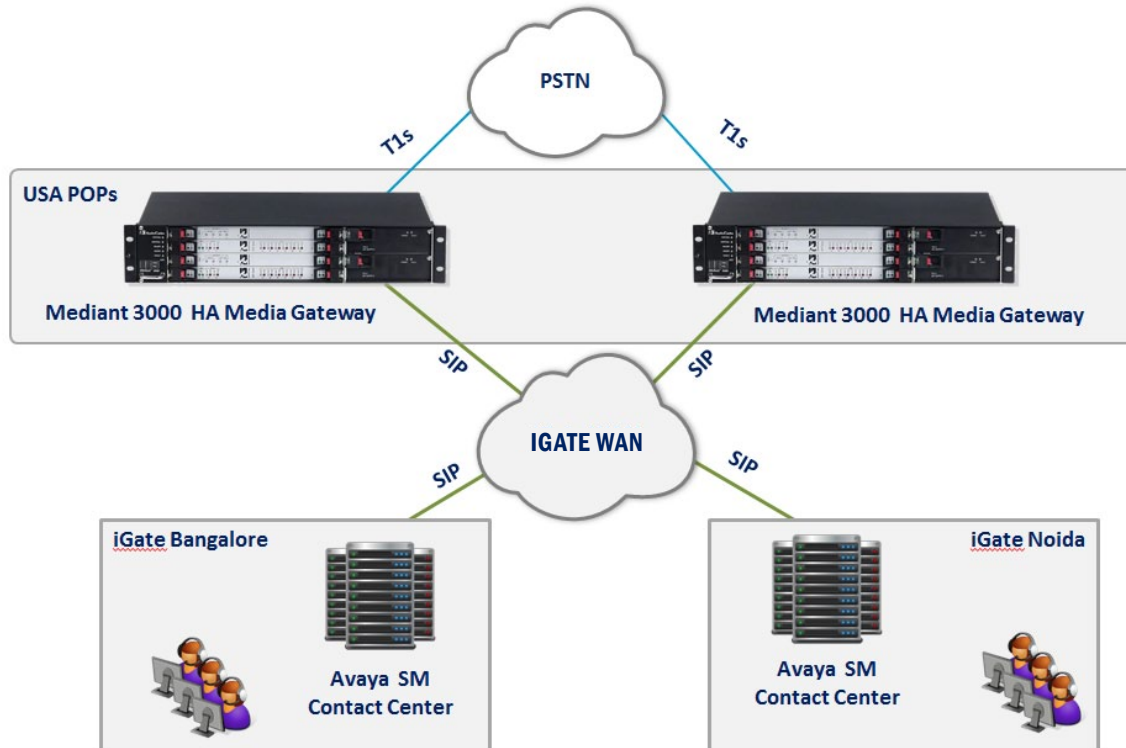
Said Mr. Chella Namasivayam M, "We have a lot of confidence in AudioCodes' migration capabilities. The Mediant solution is highly versatile, meeting all our technical requirements while helping us to stay within our infrastructure budget. The EMS management solution makes it easy to operate our US-based Mediant systems remotely from our Indian NOC, saving both time and money."

"We have a lot of confidence in AudioCodes' migration capabilities. The Mediant solution is highly versatile, meeting all our technical requirements while helping us to stay within our infrastructure budget."

**Chella Namasivayam M**  
CIO, IGATE

"AudioCodes helped us design and plan a seamless migration from our existing Nortel Passport to a new state-of-the-art SIP network, providing expert support throughout the process. With the implementation of the product complete, we now have a robust and future-proof platform which is contributing to increased customer satisfaction."

**Chella Namasivayam M**  
CIO, IGATE



## Results

Thanks to AudioCodes' Mediant 3000 VoIP solution, IGATE was able to successfully complete its migration to IP telephony. Mr. Chella Namasivayam M continued, "AudioCodes helped us design and plan a seamless migration from our existing Nortel Passport to a new state-of-the-art SIP network, providing expert support throughout the process. With the implementation of the product complete, we now have a robust and future-proof platform which is contributing to increased customer satisfaction."

AudioCodes' Mediant 3000 is an ideal media gateway for contact centers, providing field-proven compatibility with a wide selection of contact center platforms. In the future when IGATE decides to migrate its telephony systems to handle exclusively VoIP-based traffic, the Mediant 3000 can easily be upgraded to function as a Session Border Controller (E-SBC), providing secured SIP trunking and preserving CAPEX investment.

The Mediant 3000 offers exceptional voice quality, and is designed for unsurpassed levels of reliability. Thanks to its highly redundant design, customers like IGATE, which require scalable and reliable communications, can benefit from 5-nines uptime, enabling them to provide their customers with outstanding service.

## About AudioCodes

AudioCodes Ltd. (NasdaqGS: AUDC) designs, develops and sells advanced Voice over IP (VoIP) and converged VoIP and Data networking products and applications to Service Providers and Enterprises. AudioCodes is a VoIP technology market leader focused on converged VoIP & data communications and its products are deployed globally in Broadband, Mobile, Enterprise networks and Cable. The company provides a range of innovative, cost-effective products including Media Gateways, Multi-Service Business Routers, Session Border Controllers (SBC), Residential Gateways, IP Phones, Media Servers and Value Added Applications. AudioCodes' underlying technology, VolPerfect HDTM, relies on AudioCodes' leadership in DSP, voice coding and voice processing technologies. AudioCodes High Definition (HD) VoIP technologies and products provide enhanced intelligibility and a better end user communication experience in Voice communications.

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