

AudioCodes Case Study



Cardno

Centrally managed IP phones and SIP trunk connectivity for a multinational Skype for Business deployment

Customer: Cardno Limited

Website: www.cardno.com

Location: Australia

Industry: Engineering

Customer Profile:

Cardno is a global infrastructure, environmental and social development company operating in more than 100 countries

Challenges:

- Simplify management of IP phone devices and voice infrastructure
- Migration from ISDN to SIP trunk voice connectivity

AudioCodes Solutions:

- **Mediant 2600 SBC**
- **440HD IP phone**
- **AudioCodes Device Manager**

Benefits:

- Single source for all Microsoft UC voice needs
- Microsoft-certified IP phones offering ease of use and high definition voice quality
- Central management of entire IP phone deployment across APAC
- Zero-touch device installation ensures rapid delivery of voice services to new locations
- Reliable and secure connectivity with cost-effective SIP trunk services
- Highly responsive professional services and sales engagement team across the region

As Cardno expanded its presence in APAC, it needed a reliable solution for managing IP phones at its new offices in the region. AudioCodes' 440HD handsets managed centrally by the Device Manager solution delivered zero-touch provisioning and rapid troubleshooting, while its Mediant SBCs provided seamless SIP trunk connectivity.

Background

With headquarters in Brisbane, Australia, [Cardno](http://www.cardno.com) is a global infrastructure, environmental and social development company operating in more than 100 countries with a 6,000-strong workforce. In recent years, the company has been experiencing rapid growth around the globe, both at existing offices and new sites that were opened to support new projects that it had won.

Cardno's communications infrastructure was based on Microsoft's Skype for Business 2015 unified communications and collaboration solution. The pace of the company's expansion presented challenges for its IT team who needed to ensure that they could maintain reliable and high quality voice services for the global workforce despite the rapidly growing network.



A crucial factor in Cardno's selection of AudioCodes' IP phones was their ability to be centrally managed and configured via the AudioCodes Device Manager tool.



AudioCodes Device Manager

Cardno deployed two Mediant 2600 SBCs in a redundant configuration to ensure a high-availability connection with its SIP trunk service provider.



Mediant 2600 SBC

Challenges

The first area Cardno looked at was its install base of IP phones. With such a broad geographical distribution of devices, deployment and ongoing management of the existing IP handsets was becoming increasingly challenging. In particular, the company needed an efficient way of managing the multinational deployment, detecting and resolving support issues in a timely fashion and handling firmware updates across the region.

In addition to the improvements in its IP phone setup, Cardno was also undertaking a migration away from ISDN connectivity with the PSTN and over to SIP trunks. Using SIP trunks would allow the company to consolidate its external connectivity for all its sites across the ANZ region in Australia.

Solution

After investigating the available options, Cardno determined that AudioCodes with its wide-ranging [One Voice for Microsoft 365 portfolio](#) of products and solutions would be the ideal partner for its needs. AudioCodes offers an end-to-end selection of voice-enabling products, meaning that companies can rely on a single source for all their Microsoft unified communications needs.

[AudioCodes 400HD IP phones](#) have all been certified by Microsoft for use with Skype for Business and range from the entry-level 405HD to the high-end, executive 450HD model which boasts a high resolution color touch screen. Cardno selected the [440HD](#) model for its own deployment. The 440HD is a mid-range business phone with integrated sidecar for speed dial contacts and Skype for Business presence monitoring. All AudioCodes phones offer ease of use and high definition voice quality.

A crucial factor in Cardno's selection of AudioCodes' IP phones was their ability to be centrally managed and configured via the [AudioCodes Device Manager](#) tool. Based on an intuitive GUI display, Device Manager helps administrators identify IP phone problems in real time, enabling them to be fixed rapidly and efficiently. Device Manager also enables zero-touch provisioning of devices and mass firmware updates to be carried out automatically from Cardno's central management site.

For SIP trunk connectivity, Cardno selected the AudioCodes [Mediant 2600 session border controller \(SBC\)](#). Part of the highly scalable and field-proven Mediant SBC family, the Mediant 2600 delivers seamless interoperability with Skype for Business and virtually any SIP-based network or PBX platform, and robust security and protection against malicious attacks. Cardno deployed two Mediant 2600 SBCs in a redundant configuration to ensure a high-availability connection with its SIP trunk service provider.

Whenever Cardno opens a new project office at a site in APAC, AudioCodes IP phones' zero-touch provisioning capabilities mean that high quality voice communications can be up and running in no time.



440HD IP phone

"More than simply an equipment vendor, AudioCodes has become an ideal partner for us as we expand our presence throughout the region."

Matthew Russo,
Infrastructure Manager - APAC at Cardno

Results

In AudioCodes, Cardno has found a solid partner to assist it throughout its journey to a global Skype for Business deployment. Whenever Cardno opens a new project office at a site in APAC, AudioCodes IP phones' zero-touch provisioning capabilities mean that high quality voice communications can be up and running in no time. With Device Manager, Cardno's IT team can monitor its entire deployment of IP phones wherever they are located and troubleshoot and fix issues rapidly, in most cases without the need for on-site help.

At Cardno's main sites in Australia, AudioCodes SBCs ensure seamless and flexible SIP trunk connectivity leading to reliable calling and lower communications costs. The new infrastructure is future-proof as well, providing support for Skype for Business 2019 and Microsoft Teams when needed.

"More than simply an equipment vendor, AudioCodes has become an ideal partner for us as we expand our presence throughout the region," said Matthew Russo, Infrastructure Manager – APAC at Cardno. "AudioCodes' high quality devices and management solutions, backed up by a highly responsive local engagement team and global professional services staff, ensure that employees at our new sites can enjoy reliable voice services fully integrated with Skype for Business from day one."

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