



# AEONIX Case Study

## Department of Public Housing Puerto Rico

GOVERNMENT AND MUNICIPALITIES

TADIRAN. SIMPLY DONE RIGHT

# Departamento De Vivienda Pública

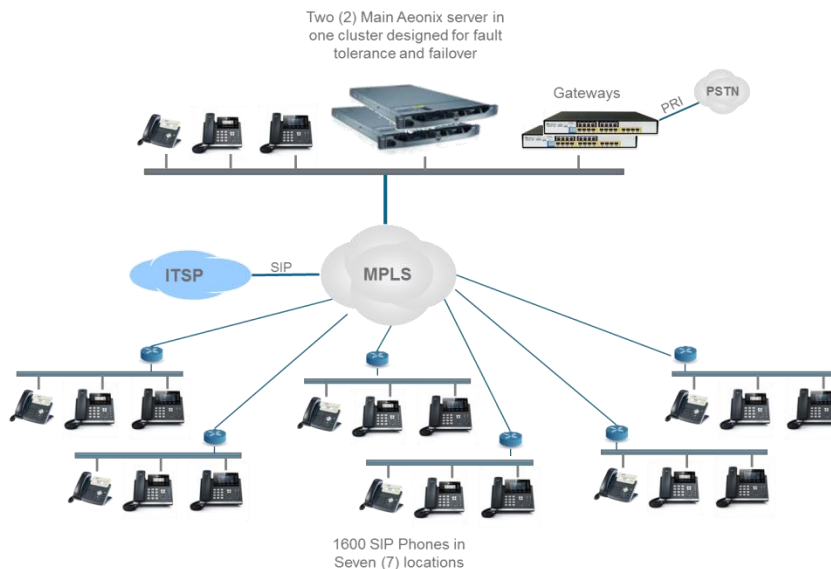


The Housing Authority of Puerto Rico (Departamento de la Vivienda ), was created in the 1970s to consolidate several state and municipal housing agencies. Puerto Rico Housing and CRUV were responsible for the design and construction of many of the older "residenciales" in Puerto Rico.

The main Public Housing Agency in Puerto Rico is the Public Housing Administration (Administración de Vivienda Pública, or AVP, in Spanish). AVP resides within the Puerto Rico Department of Housing (Departamento de Vivienda). Other Public Housing Agencies include certain municipalities which are authorized by HUD and commonwealth law to operate housing projects independent of the main state PHA. All PHAs can contract a Management Agent (usually a for-profit enterprise) to manage day-to-day operations, including processing tenant complaints, housing unit repairs, and overall project maintenance.

eventually be active on the system. Data Access is planning this expansion during the months of August to September 2014. The locations are scattered throughout the Island and are networked to the central offices in San Juan via MPLS. Installation took 6 hours, programing, configuration and testing 30 hours and on-site configuration, testing and tweaking 8 hours.

### Topology



### System Information

Aeonix- 2 server Cluster, 1600 users , 7 VLANs

VoiceMail – SeaMail on 2 DSN servers

Phones T320, T46G, T42G, VP530

Trunks SIP, 2xPRI

### Aeonix Project

The Public Housing Dept. main offices in San Juan recently replaced a Nortel VOIP system with Aeonix UC. The Aeonix Currently supports about 350 local users with SIP trunk and 2 PRIs configured as fallback lines. The Aeonix is licensed for 1650 users, which will

# AEONIX Case Study

USA +1-678-506-7200

Russia +7-495-7750855

Israel +972-3-9262000

India +91-11-41523168

China +86-10-58696418

[www.tadirantele.com](http://www.tadirantele.com)

**Aeonix** is a pure software based Unified Communications & Collaboration solution (UC&C) that consolidates disparate business applications into a single powerful platform. It is delivered on a fault tolerant and open architecture, with intuitive management tools. Aeonix can be deployed in a private cloud environment or as an on premise solution.

## Your Benefits

**Scalability-** Aeonix has the ability to extend customer networks based on current demand and changing needs. The open-ended architecture allows customers flexibility to buy and install only what they currently need, and to add users, remote locations and additional applications as they become necessary. The standard system solution has the ability to provide service from 10 to 25,000 users

**Simplicity-** Aeonix includes unified management of all system services and applications. An intuitive GUI and a simple licensing mechanism make it easy to install, manage and maintain. Adding users, remote sites, or applications to one Aeonix server, is the same as adding them to every server in the network

**Open Architecture-** Aeonix supports standard protocols such as SIP (unmodified), CSTA, and Web Services. This non-proprietary architecture allows customers to seamlessly integrate a variety of common applications and to add desired devices to the system (Bring Your Own Device). Security protocols are implemented to ensure the system's integrity and prevent unauthorized operations

**Resiliency-** A system can consist of one or many servers while each Aeonix server provides complete 100% application functionality. In a "clustered" (multi-server) environment, automated diagnostics and recovery mechanisms deliver the highest levels of fault tolerance and failover.

The Aeonix delivers powerful, flexible, and adaptable communications to enterprises both large and small. Its simple unified management structure ensures that customers experience the lowest total cost of ownership (TCO) with minimal IT resources required.

## About Tadiran

Tadiran Telecom (TTL) L.P. is a privately held partnership, owned by Afcon Holdings Ltd. and part of the Shlomo Group. It is an established global provider of Unified Communications & Collaboration (UC&C), Contact Center, and Control Room solutions, serving businesses of all sizes, including tier-1 organizations in various market segments in 41 countries worldwide. Tadiran solutions feature a comprehensive family of products including UC platforms, IP PBXs, soft switches, contact centers, Dispatch Console, IP phones and mobility and desktop solutions.

Copyright © 2014 Tadiran Telecom (TTL) L.P