

# LONGCHAMP



CASE STUDY

ASTERISK BUSINESS EDITION™

## OVERVIEW

Longchamp, an internationally-renowned leather and luxury goods company, was looking for a phone system with extensive features for their current needs, and scalability for the future.

**Asterisk Business Edition™ streamlines communications for an internationally-renowned leather and luxury goods company.**

## CHALLENGE

Communications between multiple international locations can be a significant challenge for any organization. Already utilizing Asterisk in a limited deployment, Longchamp looked towards the future, brimming with questions about how to scale its communications network to allow for multiple international sites.

## SOLUTION

With the unparalleled flexibility of Asterisk Business Edition, Digium solution integrator EUS Networks in New York, NY implemented a world-class solution to match Longchamp's commitment to customer service.

After initially deploying Asterisk, Longchamp contacted Digium, The Asterisk Company, which paired the expertise of EUS Networks with Longchamp's in-house IT department. After an initial telecommunications audit, EUS utilized the power of Asterisk Business Edition to deliver a fully redundant, secure, and highly-functional solution.

## IMPLEMENTATION

Longchamp's implementation of Asterisk Business Edition delivered the latest in communications technology to their administrative headquarters in New Jersey. Offices and future retail locations are linked via a highly-reliable MPLS wide area network. Both Longchamp offices and stores utilize Aastra wired and DECT wireless handsets, offering cutting edge mobility features.

EUS Networks utilized the ThirdLane GUI and iSymphony products in tandem with Asterisk Business Edition to provide a graphical-based management interface and operator panels. Overall, the solution is easy for any end user and system administrators to use, requiring minimal training.

## RESULTS

Customer-service focused companies, like Longchamp, immediately enjoy the unparalleled features and scalability of Asterisk Business Edition. Partnering with EUS Networks, Longchamp's new communications network allows for additional stores and offices to be easily added. Through easily-available redundancy and security, Longchamp trusts its critical customer-focused communications to Asterisk Business Edition.

*Digium's vision is a world based upon open communications.*

*Our mission is to transform the way businesses acquire and operate their communications systems through the application of open source software.*



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