

Our Asterisk Services

We are specialist Asterisk solution providers based in Melbourne, Australia with on site support capabilities in a variety of locations. We have worked on many projects and have a vast array of experience in implementing Asterisk; including solutions which are a little off the beaten track.

Why Choose StuartElvish.com?

There are many different providers of Asterisk solutions worldwide. Indeed, even in Australia there are lots of different people to choose from. So what sets us apart as the best choice when it comes to selecting a long-term Asterisk partner?

We don't use all in one installers which include the operating system and a pre-configured version of Asterisk. Whilst these sort of CD's may provide some people with a short-term cost advantage, they generally provide a lower quality product in the long term. Many who have used this type of installation complain of bad quality calls, the inability to configure advanced features (such as IVR's) and a performance degradation once the system goes beyond a few extensions. In addition, most of the tools provided can be installed as part of an Asterisk system anyway to ease day to day management and provide effective administration.

We don't just give you what we did before even when it won't fit your organizations requirements. We always try to find new, more efficient and cost effective ways of accomplishing the same task. We stay on the cutting edge of technology, and so, in most instances having already tested it, know what it can do for your organization.

We don't just use anyone to do our work. We use professionals who know Asterisk, Linux and various programming languages to make sure your project is handled professionally from start to finish. If we can't find a professional to do it, we won't do it at all.

Wherever possible, we don't use any closed source applications or technologies. This means that any person with the appropriate Linux and Asterisk skills can take over administration of your system, or provide additional support if you have custom applications to develop, giving you flexibility and cost benefits.

We don't just install a system. Because we believe in long-term clients, we make sure the system meets your specific requirements and will perform exactly the way you want it to. Even after the "sale", your system will need configuration; we offer this all as part of the service.

We won't recommend something more expensive than is necessary. Quite often, there are several choices in terms of hardware, and so long as the hardware meets your operational requirements both now and in the future, there is no need for expensive upgraded hardware.

Some of Our Solutions

We can provide you with the following solutions:

- Speech recognition and call routing.
- Interactive Voice Response (IVR) systems and call routing.
- Database integrated systems to confirm information with callers whilst they are on the phone without the assistance of an operator.

How We Add Value to an Installation

To ensure your VoIP installation is painless, our staff have the following knowledge and experience:

Networking, we understand the pitfalls and solutions. As telephony now uses data networks, this provides a great advantage.

Linux systems administration, you wouldn't purchase a phone system from another supplier unless they knew how to maintain and program it. We don't expect anything different. We make sure we use a standard Linux distribution with a standard Asterisk distribution for full compatibility and maintainability.

Traditional telecommunications technologies. All of our staff and contractors are familiar with the two main line technologies used in Australia, PSTN, and primary rate ISDN (PRI). This means that we can help you understand the various line technologies and utilize them to their full capacity. It also means that if there is a problem, we can resolve it quickly.

How We Support Our Clients

True support starts at the very early stages of a project. It starts when you are considering what systems have the potential to meet your organizations requirements, or what systems will replace your existing communications infrastructure. Our team can help you from the beginning, at the stage of inception, right through to the final delivery.

Through the installation phase, we can arrange for licensed communications cabling to attend site. We have programming skills available during installation to make sure that the calls coming into your new telephone system are being sent to the right extensions.

We also offer Asterisk maintenance and service level agreements which provide both ongoing maintenance options and backup support (some options with 24 hour availability) should there be a problem which requires resolution immediately.

Please contact us on +61 (0) 3 8888 5361 for further information about designing an Asterisk solution for your office, work site or custom solution, or visit www.stuartelvish.com .

Notes About Asterisk

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