
credativ UK launches Open Source Telephony Consultancy and support service

Open Source telephony benefits UK businesses

Rugby UK, 8 September 08 – credativ Ltd, an independent open source service and support company, today announced the launch of its new Open Source Telephony service, as part of its Open Source Support Centre, which offers 24/7 support.

The new telephony service provides consultancy, specification and implementation of open source based PBX telephony systems using VoIP.

credativ supports a range of tried and tested open source software based platforms including Asterisk®, SIP express router, and trixbox® to provide all the features currently available from a hard wired PBX. Through open source based PBXs and switching platforms, credativ offers cost effective alternatives to existing telephony and traditional PBX systems.

By installing open source PBX systems with a switching platform such as VoIP, the new consultancy provides businesses with customised phone systems that incorporate new features such as voice mail and teleconferencing, in addition to facilitating least cost routing.

Open Source Telephony systems can be configured for use with current and next generation telephone networks to provide benefits such as free VoIP calls and low cost mobile phone calls. credativ's new service provides support for IP PBX platforms which can run on a wide variety of operating systems including Linux and Solaris. Open source telephony has features to develop advanced communications systems at relatively low cost, so access to an advanced telephony system can be achieved quickly and simply.

Businesses with existing telephone systems can also benefit without compromising their current investment. credativ can provide advice on open source solutions that compliment and increase existing system efficiency and functionality.

credativ's Managing Director, Chris Halls, said: "We are delighted to offer the growing number of businesses opting for open source telephony systems, a dedicated one-stop shop service. This provides our customers access to an ultra-stable PBX platform with a wide range of features associated with high-end commercial VoIP based systems, without the high costs of proprietary protocols associated with traditional systems."

Open Source Telephony is the future for businesses looking for a competitive edge. credativ is synonymous with providing an operating advantage to companies in challenging markets.

Key services available from credativ include:

- Consultancy (System appraisal and feasibility assessment)
- Infrastructure design and deployment (including VoIP/PBX options)
- Failover, clustering and high availability solutions
- Custom feature and application development
- Project Management/Implementation and configuration
- Performance monitoring and optimisation
- Training including user documentation
- Support service (up to 24hrs/day, 7 days/week)

credativ has specialized in the planning and implementation of professional solutions through the use of free software throughout Germany since 1999, the UK since 2004, and Canada 2007.

credativ has operated the Open Source Support Centre (OSSC) since 2006, offering round the clock business support for open source projects. Open source software now has an important strategic prominence in the IT structure of many businesses because of the commercial advantages it offers.

credativ's customers are assured of the best advice in the UK with appropriate cost-effective solutions tailored to individual requirements. credativ's portfolio of clients provides positive feedback on performance, training and support. These clients include:

- The Liberal Democrats
- ITI Scotland
- Glasgow North Regeneration Agency

For more information about credativ, how they can provide or improve business IT operations and telephony systems using open source solutions, contact the following:

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