

# Thinking UCC through to the end - including integration of telephony in public networks

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Our reference customer



# Tender: DFN Telephony

## MBC: VOICE, cloud pbx, Zoom X, SMS gateway order tool and billing

- DFN-Verein is the central institution of science in Germany for the development and operation of its own communication infrastructure, the German Research Network.
- DFN-Verein realizes its statutory purpose in particular by organizing services for the use of the German Research Network. It bundles the competence and experience of its approximately 400 members and passes this knowledge on to its users.
- Members of DFN-Verein are universities, universities of applied sciences and research institutions in Germany. DFN-Verein pursues exclusively non-profit purposes and issues invitations to tender throughout Europe as a public contracting authority in accordance with public procurement law (VOL).

### Challenge



DFN-Verein has invited tenders for the following lots:

- **Lot 1: VoIP - fixed network telephony**
- **Lot 2: VoIP-Centrex (on port price basis) with the company NFON**
- **Lot 4: SMS gateway -> based on Netsfere**
- **Lot 5: AMRN - Order Management and Invoice Data Processing - Online Portal**

### MBC solution



- White label, multi-tenant reselling platform based on Magenta B2B2X solution
- "Through-processing" from subscriber (e.g. university) via DFN to production-ready order for voice services and Voip Centrex
- Cloud pbx based on NFON (10,000 ports)
- Continued operation of approx. 300 redundant SIP trunks (approx. 80 of which are encrypted)
- Invoice data post-processing on behalf of DFN and based on the cloud billing solution of TSI
- Video conferencing solution based on 'Zoom reselling'.

### Numbers, data, facts



- **Term 4 years + optional 2 years extension**
- **10,000 MBC-UC ports incl. terminals based on of NFON**



# DFN Telephony the "VoIP Centrex" service



## Challenge

- Introduction of VoIP telephony
- High requirements for safety and Availability
- Multiprovider network
- Provision of high functionality e.g. conference & document sharing
- Request for mobilization with the landline number
- TC hardware quickly becomes obsolete



## Our solution

- **Use of IP-Centrex technology**
- **VoIP-Centrex data centers are connected to the classic telephone network via the VoIP platform of the DFN-Telephony service**
- **Georedundant data centers in Germany**
- **Voice encryption (SRTP)**
- **Redundant structure**
- **Over 150 TC functions from first extension**
- **Integration of smartphones and fax solution**



## Benefit

- First-class TÜV-tested voice quality
- No more in-house PBX
- Payment by extension
- Higher performance than previous PBX system
- Fail-safe
- Always the latest technology and automatic updates



# DFN Telephony the "VoIP Centrex" service



Secure data network  
"X-Win"

Operation by DFN Association



PBX  
"VoIP Centrex"

Operation by Telekom / NFON

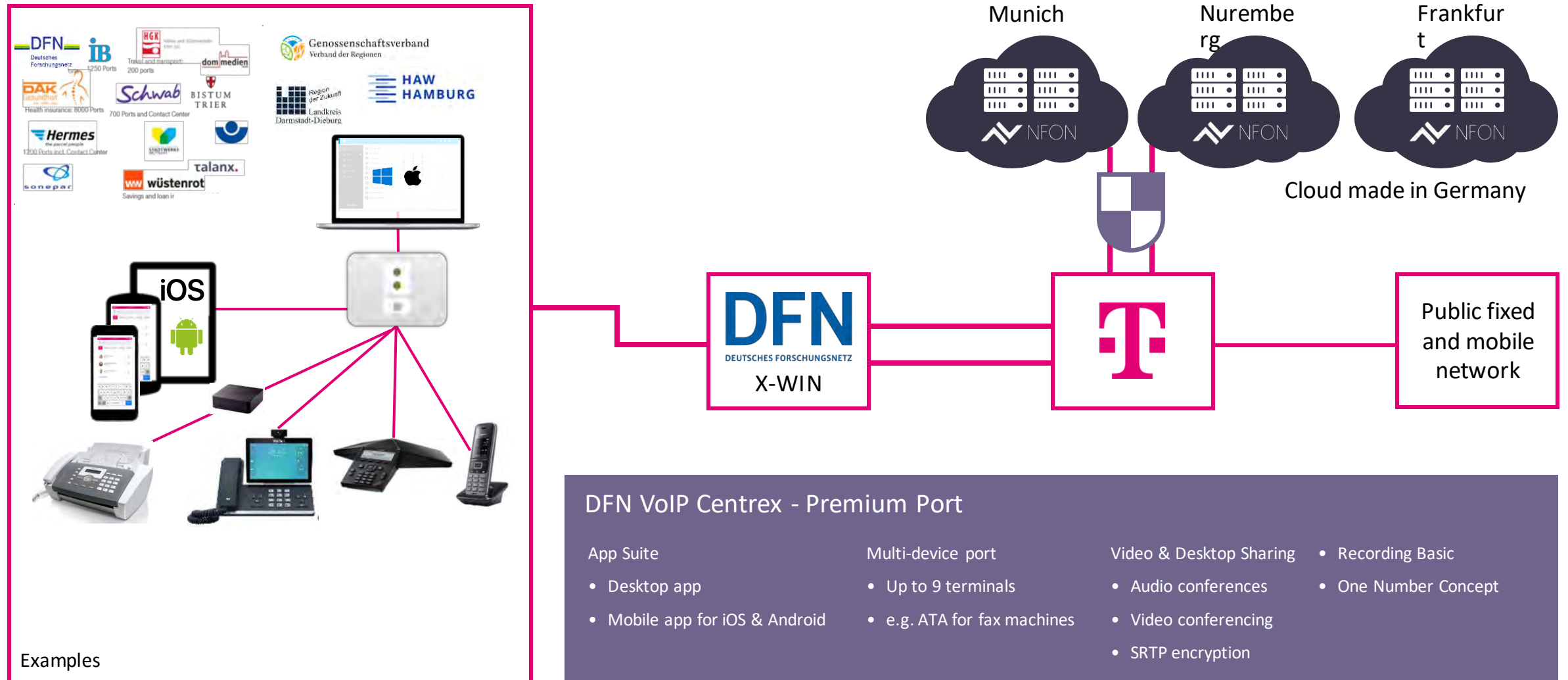


PSTN coupling  
and minutes

Operation by Telekom

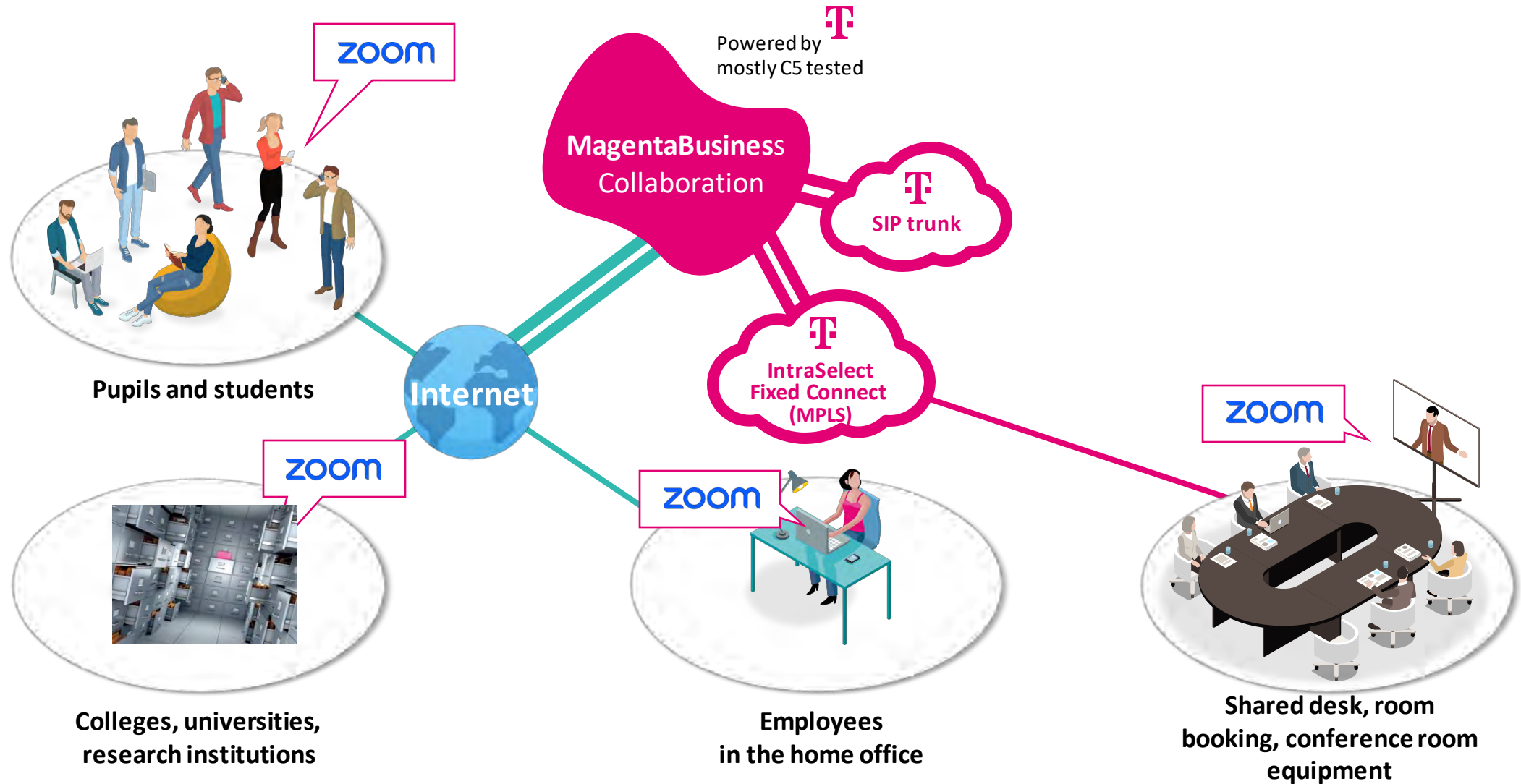


# DFN VoIP Centrex - A powerful solution





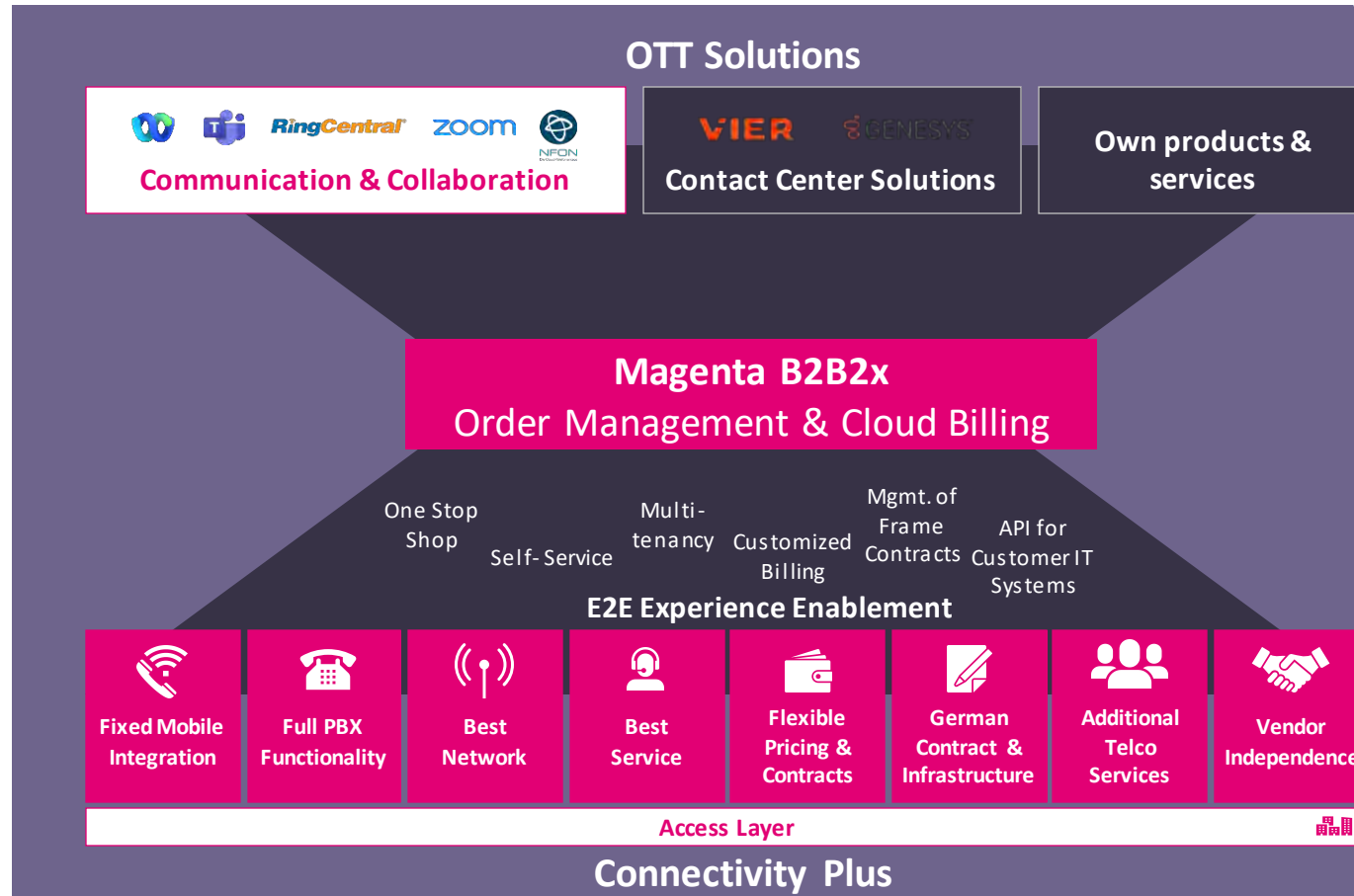
# Hybrid collaboration with Zoom X



# MBC integrates our Connectivity Plus core business with OTT solutions and enables a digital E2E customer experience

Magenta Business Collaboration (MBC) Portfolio...

... for our Public and XL customers



# Magenta B2B2x

Offers a one stop store experience for order management and billing

One stop store for order management and billing

## FRONT END

### Self-Service Portal

The end customer portal offers all relevant functions for independent ordering and data management.

### Agent frontend

The agent frontend also allows the service employee to view and edit orders.

### Cloud Billing Portal

The Cloud Billing portal enables view unlocked billing documents and manage billing reports.

## BACK END

### Order Management

Order Mngt. covers the entire process of order entry, and processing. It enables the management of inventory, order and customer information, as well as verification and processing processes.

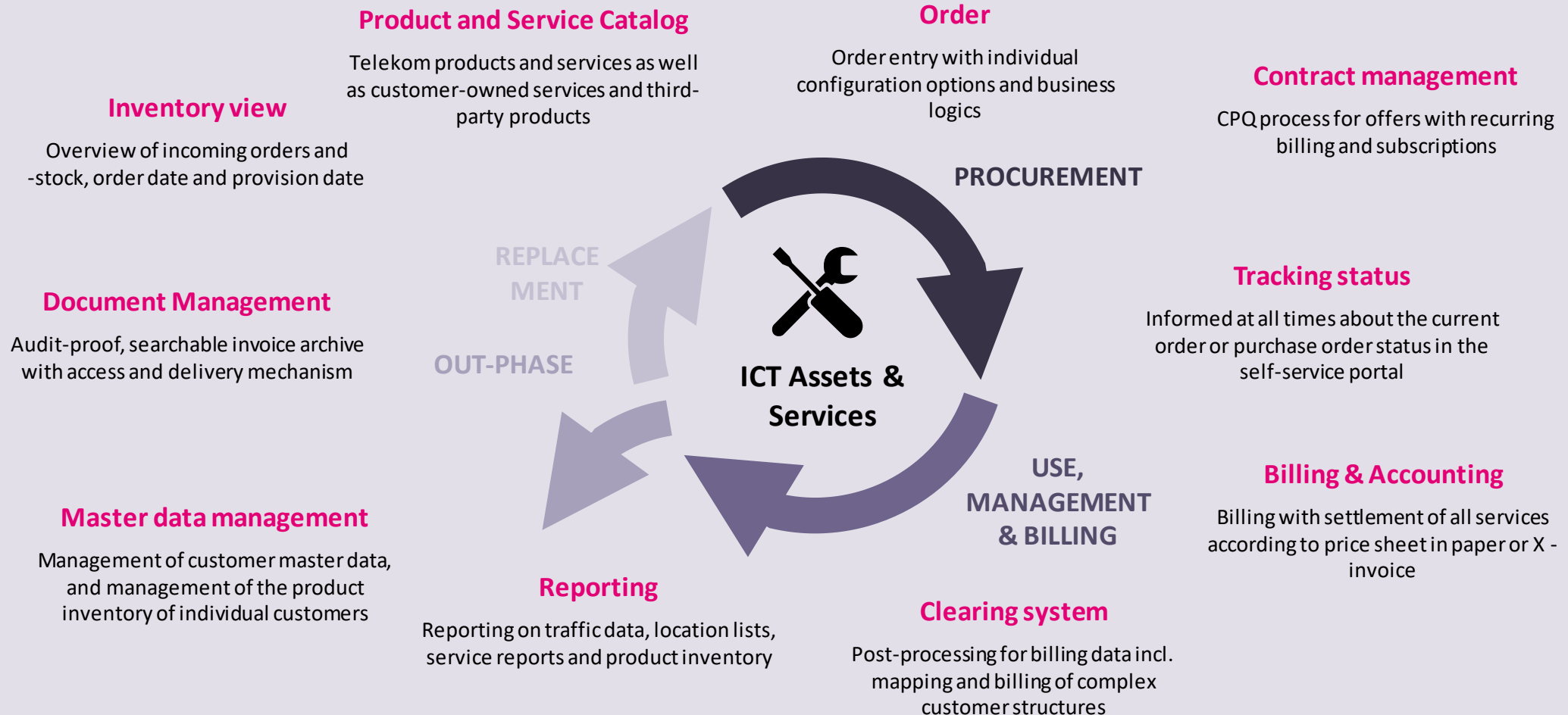
### Cloud Billing

Cloud Billing is a cloud-based solution for complete billing and invoice data post-processing (RDNV) for complex client, cost center and reporting structures.



# Magenta B2B2x

Covers various functions along the lifecycle of ICT assets and services



# Summary

## Modernize voice

- Preparation for the changeover to All-IP
- Mobilization and satisfaction of users
- Future-proof existing voice and data contracts

## Reduce costs

- Reduction of telephony costs
- Optimization of Infrastructure costs
- Comprehensive centralization and standardization of ICT services

## Adhere to safety

- Securing the voice transmission against "eavesdroppers"
- Use of cloud services, which are subject exclusively to German data protection law

## Increase quality

- Highest availability of voice for any number of calls must be ensured



# Many Thanks!



Erleben,  
was verbindet.



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