



Atos Unify and TEKO enable electricity network operator to speak in one voice



Atos Unify OpenScape 4000 system ensures secure, reliable communications between electrical customers and service technicians — without the threat of crossed wires.

When it comes to supplying electricity to an entire nation, there's no room for miscommunication, which is why Bulgaria's electrical system operator chose Atos Unify and TEKO AD to ensure customers and technical staff were making the right connections.

Out with the old, in with the new

The electricity provider was using an outdated hardware-based PBX (private branch exchange) to manage phone calls both within and from outside the organization. The old system was installed in 2002 and Electricity System Operator EAD (ESO) was having difficulty sourcing the spare parts required to keep the phone system operational. In addition, its functionality was extremely limited and unable to meet the demands of this day and age.

ESO needed a new system with IP (internet protocol) functionality and touch screen terminals in order to improve service and meet user expectations. It also needed to support the session recording protocol (SIPREC) and active call recording to comply with quality control requirements.

To identify partners able to satisfy these requirements, ESO issued a public tender for the design and deployment of a new, upgraded telecommunication system to support its five dispatching centers.

The power of partnership

Atos Unify partner TEKO AD is a Bulgarian company that specializes in the design, delivery, installation and complete after sales service of telecommunication systems and networks. TEKO offers complete solutions for small and medium-sized businesses, including the construction of structured cabling systems and office equipment including servers, computers, video surveillance, access control and telephone exchanges.

TEKO's proposal to ESO was based around the Atos Unify OpenScape IP communication system, a convergent solution that provides integrated workflows, high reliability, high security, powerful performance capabilities and cost-effective unified communication options for any enterprise.

The unifying factor

Atos Unify OpenScape 4000 offers a wide range of user terminals, mobility tools, peripheral solutions, unified communications, as well as standards-based integration and interaction with critical business applications and systems. The solution features are complemented by an integrated administration system and a powerful set of system management applications that are easy to use and provide ample opportunities to system administrators.

With its modularity, the availability of scalable access points, software-based branches, and support for analog, TDM or IP networks, OpenScape 4000 is an excellent solution for phased development and integration into any IT infrastructure.

TEKO installed OpenScape in a redundant configuration on proprietary OpenScape 4000 EcoServer servers. In addition, TEKO built the solution to address ESO's specific needs, incorporating a number of other systems, including:

Atos Unify OpenStage Xpert with SoftClient

A reliable, multi-line solution used in the control centers of various industries to manage operations and dispatch, increasing worker efficiency and productivity, simplifying interaction, and reducing operational costs.

OpenStage Xpert was installed on an industrial all-in-one PC running Windows 10.

Why Unify OpenScape

Atos Unify OpenScape 4000 bridges the gap between legacy digital communications and IP-based communications, enabling enterprises from 300 to 12,000 users to introduce powerful state-of-the-art unified communication capabilities where and when they are needed.

Atos Unify OpenScape 4000 features flexible licensing, the ability to run on industry-standard servers or as a traditional PBX platform, and many of the same capabilities of the flagship Atos Unify OpenScape solution

[Learn more at unify.com/en/solutions/voice-platforms/openscape-4000](https://unify.com/en/solutions/voice-platforms/openscape-4000)

2 Atos Unify OpenScape Cordless Enterprise (DECT)

A solution that can be fully integrated into Atos Unify OpenScape 4000 voice platforms, offering compliance with the international DECT standard to guarantee the highest speech quality, wide coverage, high user density and information security.

In this case, the OpenScape solution for wireless radio communication was used in combination with with OpenScape DECT Phone SL5 wireless telephones.

3 Apresa Call Recording

Manages the centralized recording of user conversations, regardless of the type of telephone or connector lines. Recording can be carried out both automatically and at the request of the user.

For ESO, the Apresa call recording system was installed and integrated with the in-house industrial automatic telephone system and the dispatch switchboard with integrated SIPREC.

All of these components were supported by Lenovo servers and desktop hardware. TEKO's engineers successfully tested the new telecommunication infrastructure and quickly put it into operation.

Making new connections

With a new state-of-the-art telecommunication infrastructure from Atos Unify, ESO is now able to operate more efficiently and perform its critical work with greater speed and accuracy. The new communications system is designed to enable ESO to monitor and analyze the effectiveness of their communications, and it also helps increase the speed of managerial decision-making.

In addition, the energy system operator has increased transparency and efficiency, improved the quality of corporate governance, and taken a major step towards operating its electricity system more sustainably.

About Atos

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Let's start a discussion together



About ESO

ESO is the Bulgaria's Electricity System Operator, managing a transmission network which is divided into 13 network operating districts – six in Northern Bulgaria and seven in the South of the country. ESO services more than 15,000 km of power lines, 288 transformers and five distribution substations.

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Small Medium Business,
Enterprise Solutions,
Contact Center Solutions

TEKO AD
Bulgaria Blvd 49A,
1404 Sofia, Bulgaria
+35929582105
teko@teko-ad.com
teko-ad.com/

