



Communication Solutions

***Urgent Need.***

**UC with Remote Call Control for  
Canadian Children's Aid Society**

Combined Solution of Microsoft® Office Communications Server 2007 and ESTOS CallControlGateway for Toshiba Phone System.

**CASHN**

The Children's Aid Society of Haldimand and Norfolk

## ESTOS Case Study CASHN

### The Organization

Since 1896, the Children's Aid Society of Haldimand and Norfolk (CAS) has been providing protection, prevention and counseling services to children and families. The society was founded by the Canadian Ministry of Children and Youth Services. Today about 60 volunteers and 150 employees are involved in the non-profit organization looking after the life of children and adolescents, who suffer from abuse or neglect within their social environment. The charitable services range from educational support of the affected families to the coordination of foster families or adoptions.

### The Challenge

In order to be able to respond effectively in time-critical situations, all members of the CAS need to be connected via a modern communication solution. To help tie together the organization's Toshiba CTX-670 Digital Phone System with the computer based communication systems, the IT Department decided to invest in Office Communications Server 2007 – Microsoft's unified communications platform. By implementing OCS, all CAS staff would benefit from integrated communication including e-mail, instant messaging, as well as the possibility for audio, video and web conferencing. However, in order make use of the telephone integration benefits, such as click to dial and IM presence updates when staff are on the phone, they needed a solution that would work well with their existing infrastructure.

### The Solution

CAS originally intended the roll-out of Office Communications Server with the use of enterprise voice, which includes the phone functionality of Microsoft's solution using the Office Communicator Client as a VoIP soft client. However this scenario presented the IT department with a couple of major problems: Since two thirds of all CAS staff were working with thin clients, the deployment of enterprise voice was not appropriate, as the use of computer based VoIP is not supported in a terminal server environment.

In addition, with the investment in the existing PBX system and handsets, a "rip and replace" strategy was not an option for the organization financially. To solve the problem, the IT department decided to introduce Office Communications Server 2007 together with the ESTOS CallControlGateway. The middleware offers remote call control for the Toshiba CTX-670 handsets via TAPI. This allows the users to control their desk phone with the Office Communicator Client and includes features like make call, answer call, forward call, consultation call and set forwarding, etc. In addition, the phone system can provide presence updates to the Communicator client – enabling "busy in a call" status. All CAS staff can also benefit from advanced "click to dial" out of Microsoft applications like Outlook and SharePoint. Future plans include introducing presence status into the CAS case management applications, which would allow presence status and click to dial capabilities for the assigned case workers, right from native applications. Lastly, the ESTOS PhoneTools have been installed. The useful software tool offers hotkey dialing from any Windows-based application and a simple TAPI driver for integration with MS TAPI-based CRM and ERP systems.

Chris Smout, IT Manager from the Children's Aid Society of Haldimand and Norfolk has conducted the unified communications project and draws the following conclusion "In our business, efficient, timely communication is critical to the job we do. Staff often need to quickly locate and contact co-workers in various departments to facilitate placement of children or discuss case decisions. The combination of Office Communications Server 2007 and ESTOS Call Control Gateway was the only possible scenario to use Microsoft's unified communications within the Windows Terminal Server environment without replacing our entire PBX infrastructure. The new solution helps us providing much richer information to staff about the availability of their colleagues, and simplifies the steps to connect them via phone, e-mail or instant messaging".

### Technical Facts

#### PBX System:

- Toshiba CTX-670 Digital Phone System

#### Applications:

- ESTOS CallControlGateway
- ESTOS MetaDirectory
- ESTOS PhoneTools

#### IT-Infrastructure:

- Windows Terminal Server

### Organization Profile

#### Customer:

Children's Aid Society of Haldimand and Norfolk

#### Location:

Townsend, Ontario, Canada

#### Members of Organization:

210

#### ESTOS Users:

150

#### Web:

[www.cashn.on.ca](http://www.cashn.on.ca)

### Contact

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