



Note to the Press

TELECOM ITALIA: NEW VOIP COMMUNICATIONS NETWORK FOR ABB ITALIA IS LAUNCHED

Created in collaboration with Italtel, the new network infrastructure integrates sound, video and data functionalities, enabling the use of advanced services

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Telecom Italia, with technological support from Italtel, a leading company in the development of NGN networks and services, has created a new, integrated, sound, video and data network for ABB Italia; this network, based on Voice over IP technology, enables the use of advanced services and allows a significant cost reduction. The new telecommunication infrastructure connects eight ABB sites throughout Italy and is used by approximately 5000 users with access to the latest generation equipment.

For the project, Telecom Italia developed the Unified Communication architecture based on a MPLS (*Multi Protocol Label Switching*) network infrastructure that offers high reliability and safety and is realized with fibre optic connections. Telecom Italia also guarantees the maintenance and supervision of the entire communications infrastructure. Italtel was responsible for the supply and installation of the Cisco devices, including the centralized platform activated at ABB's office in Sesto S. Giovanni and the routers dedicated to special network features.

The new network responds to the company's need for gradual migration from traditional telephone systems based on switchboards to an IP network able to integrate sound and data into a single terminal, thus optimizing the network infrastructure while maintaining connectivity with the remaining ABB business sites in Italy that are not yet participating in the project.

Thanks to Telecom Italia's and Italtel's ability to integrate systems and technologies from various sources, the ABB network is equipped to offer advanced functionality for high quality video and audio communications. In fact, the adoption of the new infrastructure allows users to enjoy specific applications such as personal telephone numbers and all services linked to these numbers at different workstations and during travel, even abroad (including company contact book, advanced switchboard services integrated to PC and applications for via internet call). Features to allow caller identification and conference call services are also available as well as advanced CRM (Customer Relationship Management) applications based on voice recognition systems to program automatic and interactive answering systems for customers.

The system is open to further uses and integrations with customizable applications, according to user needs, for managing company contact books, sorting and transferring incoming calls, automatic answer settings, call filter functions and managing services for personal telephone numbers.

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