



## CUSTOMER TESTIMONIAL

# CIVIL AVIATION AUTHORITY OF FIJI

LOCATION : NADI | 50+STAFF | ISO 9001:2015



## Background

In 2017 CAAF faced challenges with its antiquated PBX phone system that was reaching the end of life. The team needed a new robust system installed to be on par with the latest technological features offering a complete suit for CAAF's service delivery.

Mr. Ajai Kumar, Acting Chief Executive said "CAAF provides services to stakeholders who operate on a 24/7 schedule and every minute matter. Poor telephony system impacts CAAF's service delivery and results in an unnecessary escalation of costs. The business environment is continuously changing and technology should aid businesses to improve service delivery and provide flexibility in terms of connectivity. We should be able to communicate using various mediums with our staff in the office, home or on the go. However, our outdated on-premise PBX system was not adaptable to meet these fundamental business requirements".

"In addition, we regularly performed internal office shuffles (moves, adds, changes, etc) for staff and this meant incurring downtime, configuration charges and disruption for each of these phone moves/changes/add functions, not to mention additional costs to purchase line cards", recalls Mr. Kumar.

The Authority reviewed several options for a new telephony system and after a comprehensive evaluation of options, decided that Vodafone's Cloud PBX was the perfect fit. "We have been using Vodafone for our mobile voice and data solutions and are very happy with the quality of service. Vodafone's Cloud PBX offer was attractive and the demonstration was convincing. Having everything merged into one account and one bill solution was appealing and gave us a peace of mind" said Mr. Kumar.

"Apart from the simplicity of the solution and rich feature set, the other key reason for opting for Vodafone's Cloud PBX solution was its pure OpEx investment model. It eliminates the hefty upfront costs associated with replacing an on-premise PBX system. With Vodafone's Cloud PBX solution, CAAF need not have to worry about upgrade and maintenance costs and typical downtime associated with traditional on-premise PBX systems".

## Our Solution

Vodafone's Cloud PBX solution for CAAF was deployed over Vodafone's managed and secure data network infrastructure, which frees up CAAF resources

from having to buy or lease and maintain an on-premise PBX system. Purpose fit desk phones (for on-site use), softphones (for PC's/Computers) and applications (for mobile phones/tablets) are installed and connected to Vodafone's data center via secure links with redundancy over the internet. All the intelligence associated with call routing, signaling, and functioning of the system is performed in the Cloud.

CAAF installed 50 plus phones across their offices and workstations. Due to the nature of the business, CAAF needed connectivity at all times, so the Cloud PBX deployment was done in parallel with the existing telephone network and completed over a month.

CAAF can now easily add, remove or move extensions around when new employees join or leave, simply by unplugging the phone and plugging it into the new location. No costly service calls, no downtime, and no hassles. When asked about important features of Vodafone's Cloud PBX, Mr. Kumar said, "staffs are becoming more productive through the use of conferencing solution (Meet-me conference) and features like "Find Me-Follow Me" which allows us to answer our main office lines from anywhere at any time with our smartphones or softphones. Other useful features like voicemail to email allows us to receive and manage calls and messages in an effective and seamless manner".

CAAF is yet another happy customer and Mr. Kumar said, "We were able to accomplish our goal of modernizing our telephony system, without incurring any CapEx. We have eliminated all issues associated with our legacy telephone system and the best outcome is **Vodafone's Cloud PBX solution is simple**, easy to use and cost effective. The support has been fantastic and this investment has empowered CAAF to improve communication and service delivery".

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Mr. Ajai Kumar, Acting Chief Executive,  
Civil Aviation Authority of Fiji.

The future is exciting.  
**Ready?**

