

# Atos Unify provides Digital telephony for the Moscow Kremlin Museums

The Atos Unify partner LLC Telesvyaz has successfully delivered digital telephone network equipment including a DECT wireless network for the Moscow Kremlin Museums, covering all the museums boundaries. The project has been undertaken taking into account Customer obligatory requirements such as: ensuring a careful attitude; and safety towards the historical and cultural value of all the museums premises.

### The Task

The Moscow Kremlin Museums is one of the largest architectural complexes in the world. The museum complex is located in the center of the capital of Russia, Moscow on the high hill over the Moskva River. The Moscow Kremlin Museums combines many historically significant areas which are in the boundaries of the Kremlin including the: Armory Chamber, Assumption Cathedral, Archangel's Cathedral, Annunciation Cathedral, Patriarch's Palace, Ivan the Great bell-tower Complex, Church of Laying our Lady's Holy Robe and Architectural Complex of the Cathedral Square.

The history of the Moscow Kremlin Museums spans more than two centuries. The Museum telecommunication technologies have experienced capacity issues for many years. To support this issue over time different parts of the museum were connected - first to a city telephone network - then to PBX (Private Branch Exchange). Today there are 700 internal subscribers in the Moscow Kremlin Museums.

Furthermore, as the Moscow Kremlin Museums telephone network infrastructure have developed, the maintenance department staff have faced several additional challenges: technical difficulties with connection of additional and remote workplaces; dialing to mobile employees who continuously move across the boundaries of the museums; and also the need to control the long- distance and international calls. The department was also looking to achieve communication cost reduction.

Moscow Kremlin Museums were therefore looking for a solution to consolidate all the disparate telephone exchanges into one unified system. A decision was taken to develop an internal wireless telephone network, with DECT standards to incorporate all boundaries within the Moscow Kremlin Museums.

### The Solution

Atos Unify Solutions were identified as the most appropriate by the Moscow Kremlin Museums to undertake the telephone network modernization project. Atos Unify were chosen as they were best able to demonstrate the necessary Customer compliance requirements including additional capacity and organization development. LLC Telesvyaz company, one of the leading partners of Atos Unify in Russia, was chosen as the project executor. The LLC Telesvyaz approach was to undertake an analysis of the previous disparate telephone networks, studying the needs of employees as well as the characteristics of the cable network to propose a new network infrastructure. LLC Telesvyaz then provided successful delivery, installation, development and adjustment to a new modern communication system.

The core of the new telephone network of the Museums is an HiPath3000. All existing telephone network systems have been unified, and the internal numbering system has been integrated based on PBX. The workplaces of employees have been equipped with the modern models of telephone sets. The buttons of direct dialing have been programmed for a number of employees, as well as the individual settings for the simplified organization of telephone conferences.

### Additional capacity and organization development

Creation of a wireless telephone network segment has demanded installation of 44 DECT standard base stations. As a result of the organized coverage reliable communication has been provided in all the boundaries of the Moscow Kremlin Museums, including adjacent areas. In total, 170 mobile employees make extensive use of wireless communication. In addition to realize the new architecture of a telephone network, the specialists of LLC Telesvyaz have installed internal server voice mail, and a special billing system of incoming and out coming external traffic of calls has also been implemented. In summary, these systems allow senior managers to trace the structure of costs and to optimize communication expenses.

The project team of LLC Telesvyaz specialists has educated the customer teams and particularly the technical department on system operation and configuration. As part of the project implementation, the specialists of LLC Telesvyaz have considered all requirements of the Customer and have collaborated with staff to adjust the necessary rules of calls processing, including call transfers, call barring and the rule of association of employees in groups.

**“The Atos Unify technologies have created a reliable basis for further development of a telecommunication network for the Museums and introduction of new voice services for the Museum employees and visitors in the future.”**

**Sergey Shulgin**  
Senior manager, LLC Telesvyaz

## The Benefits:

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The delivery of a unified network infrastructure based on a modern telecommunication platform has allowed Moscow Kremlin Museums' operational staff to expand the functionality of their telecommunication network and at the same time decrease their expenses.

All employees have a personal short number that allows them to collaborate more efficiently with their colleagues in the organization, and also provides critical economies on internal calls. As a result, the number of the connected city lines has been reduced. Moreover Atos Unify HiPath 3000 allows the organization to use IP-telephony for any long-distance and international calls for further cost savings.

“The modernization project of Moscow Kremlin Museums telephony system has been particularly interesting to us as it is not only technical but also includes the cultural aspect of work. Plans for deployment and installation of DECT equipment have been coordinated and executed by us taking into account the highest art level and unique historical and cultural value of objects of the Moscow Kremlin Museums. To take part in this project for us also was the representative moment for confidential relationship to the Customer.”

**Stanislav Parfentsev**  
CEO, LLC Telesvyaz

“The project to unify the separated telephone network of the Moscow Kremlin Museums realized by LLC Telesvyaz in a unified communication platform has demonstrated the reliability of our partner and has confirmed the potential of Atos Unify products and solutions. Expansion of system to the OpenScape Business series will become the next stage of development of the project. The modern technologies and communications implementation helps more efficient Moscow Kremlin Museums staff collaboration.”

### **Sergey Karmazin**

the Head of sales department, Regional and Commercial sector, Unify in Russia



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