

# Integrated WLAN/IPT Implementation at Kyobo Life Insurance

## Kyobo Life Insurance

 Over 1501 employee  Insurance  Wireless IPT



### Summary

Kyobo Life Insurance adopted Samsung's WLAN and PBX solutions in integrating its communications infrastructure into wireless IPT to maximize efficiency.

- ◎ Reduced Communication Expenses  
Reduced communication expenses by installing automatic extension switching and FMC
- ◎ Increased Work Productivity  
Increased efficiency by implementing teleconferencing and document conferencing systems

### Introduction background

While many enterprises are seeking to increase their efficiency through WLAN and smart devices, financial institutions have long been avoiding the use of wireless devices because of the sensitive nature of handling customers' personal and asset information.

However, frequently relocating workstations meant high costs for reconnecting communications devices, such as telephones, every time the office layout changed. High communications costs and inflexibility of the enterprise telecommunications systems that were anchored to desks were among the inconveniences.

As a means to overcome such inconveniences, there was an increasing need to adopt WLAN and Wi-Fi desk phones. Therefore, Kyobo Life Insurance built smart offices with Samsung's WLAN and IP Telephony system across all of its 260 head and branch offices so that phone calls could be made anywhere without wired connections.

### About Kyobo Life Insurance

Kyobo Life Insurance Co., Ltd., formerly established as Daehan Education Insurance Co., Ltd. in 1958, is one of the largest life insurance companies in South Korea. Kyobo Life Insurance is headquartered in the Kyobo Life Building (4 floors underground and 24 floors aboveground) located in Gwanghwamun, Jongno-gu, Seoul. The total number of buildings used by the company stands at 260, and the total number of employees is approximately 4,500.

### Abbreviations



# Building Wireless Offices with Samsung WLAN/IPT Products

## Details on establishment

SEC proposed a WLAN/IPT integrated solution that includes APs, AP controllers, EMCs, mobile UCs, user devices, and video-conferencing systems to enable wireless voice calls between Kyobo Life Insurance's head and branch offices. Kyobo Life Insurance chose Samsung's enterprise communications solution after carrying out several tests, including the BMT.

The TDM systems that had been in use for over 10 years were replaced with the IPT system in all of the head and branch offices. WLANs were installed in 266 regional branch offices and for communications-related teams at the head office. The WLAN installation is scheduled to be expanded to the entire head office building in the future. Security is the most important requirement for an insurance company. Secure Aps, installed at all branch offices, are able to detect unauthorized devices within 10 seconds and block them within 30 seconds without having to add dedicated WIPS sensors.

The integrated IPT system installed at the head office features SCM Express, which is a call manager that provides FMC subscriber management and call control. This system is configured for quadruple redundancy with up to three backup levels, ensuring uninterrupted service at all times.

At the branch offices, APs were installed in all building areas, including offices, conference rooms, corridors, and dining halls so that the employees could make uninterrupted, wireless voice calls anywhere. FMC (mVoIP) was also installed so that employees who are frequently out of the office could use the internal telephone network even when outside.

## Benefits

The biggest change brought by the implementation of Samsung's WLAN/IPT solution for Kyobo Life Insurance was taking the IP telephony service completely wireless. The 'wireless office' solution created a smart working environment and offered considerable savings in communications costs.

Branch offices were subject to frequent office layout changes and personnel changes, resulting in additional expenses for telephone installations. However, since the implementation the 'smart office' solution, which allows every employee to use their personal devices to make phone calls, the installation costs were tremendously reduced. The employees also enjoy greater freedom to use the enterprise telephony service anywhere around the office. The enterprise telephony network, which previously could be used only at one's desk, can now be accessed anywhere through the wireless LAN installation, allowing more effective customer responses.

Security is definitely the most important requirement for wireless communication systems in the financial sector. Blocking AP access from unauthorized devices requires security sensors and security servers. Samsung's Secure AP features built-in security sensors, which is nearly 30% less expensive than purchasing dedicated security devices, and provides bulletproof security through its excellent detection and blocking functionality.

Samsung's 'Smart Routing' system also features an IPT exchange, which monitors subscribers' statuses and automatically switches to extension lines when a call is made between subscribers in the office using their mobile phones. Those who are out of the office on business trips or visiting clients can also make business phone calls by accessing the internal exchange via the cellular network, resulting in a 20-30% telecommunications cost savings.

## Components



### WLAN

- Access Point : WEA312i
- AP Controller : WEC8500
- AP Manger : WEM



### IP-PBX

- Call Manager for FMC (SCM Express)
- Media Gateway : iBG3026

### Client

- Mobile UC Client
- IP Phone : SMT-i5343, SMT-i2205, SMT-W5120



### Additional equipment

- L2 PoE switch : iES4028FP
- Mobile UC Serv
- Authentication Serv

