
Asterisk Systems Development & Support

Introduction

It can be relatively easy to put together Asterisk systems using the standard graphical install and configuration interfaces supplied with products such as trixbox™ PBX or AsteriskNOW™. However, this can have substantial associated risks as the underlying technology is quite complex and is of a specialised nature – especially where the application forms a vital role in the functioning of a company's business. If the person building the system does not have a deep understanding of the underlying code of Linux and Asterisk®, then a reliable system cannot be maintained. If issues arise, then such a person cannot delve deep into the configuration files to determine what is wrong and take corrective action. If the equipment is used in a vital operation application – such as a PBX – then it makes sense to engage specialists to be involved in such a project.

Miton have designed and installed vital operation Asterisk systems in various parts of the world. We know how to build Asterisk systems that are robust, easy to use, customisable and scalable to fit your telephony needs – whether this is using traditional telephony methods or VoIP.

If you recognise that your Asterisk system is a crucial part of your business, then we have the expertise and track record to implement and/or support this for you.

We are especially knowledgeable in the supply of synchronised, multi-geographical large installations for improved mission-critical resilience.

Asterisk Expert Installation, Maintenance and Support

Miton can provide Asterisk expertise in the following areas:

1. Customer supplied Installations requiring development & support – subject to a technical review of the implementation.
2. Development of customer defined new applications – subject to a defined specification or ongoing hourly rate.
3. Miton supplied standard Asterisk configurations, such as AsteriskNOW PBX and conference systems or Miton specialised Asterisk-based products - such as Meet&Talk Audio Conferencing

The following numbered sections relate to the about items.

1. Customer Supplied Installations

Our acceptance of an existing Asterisk installation is subject to us conducting a system technical review of the implementation to establish:

1. The quality of the implementation
2. Determine if there are any issues with the way it has been put together
3. Recommendations on changes to make the system more robust
4. Implementation of suggested changes
5. Define ongoing support recommendations

System Technical Review

At the commencement of the project, Miton will spend approximately 3 to 8 hours performing a system technical review of the existing customer implementation. The outcome of this review will be a report on the quality and applicability of the implementation and will also include our recommendations for suggested improvements.

This review will contain the following steps:

1. Liaise with customer's technical staff to establish remote SSH and HTTP administrator-level access to the system(s). If remote access cannot be established due to the customer's technical or policy constraints, then a site visit will be required instead, which will be chargeable separately.
2. Examine the existing system configuration including hardware, running processes, configuration files, any GUI interface, system security and network connectivity.
3. Produce a bullet-point summary of recommended configuration changes and/or new development, to rectify shortcomings in the existing configuration and/or implement the customer's new requirements.
4. Provide either a fixed or a per-hour price for carrying out the work described in 3 above, depending on how well-defined the new requirements are.

Please see the rate table at the end of this document for details of Miton Rates.

2. Development of customer-defined applications

Project acceptance and development stages

This section identifies the stages we go through before accepting an Asterisk related Development project.

Project acceptance criteria

Our goal is to provide recommendations and project implementations that lead to a robust solution that is capable of vital operation within the chosen environment, whilst minimising the technical and financial risk for our customers and Miton Systems Ltd.

To this end we will:

1. work for a fixed price if the project has a well defined specification.
2. work at a rate consistent with our Rate table at the end of this document, in one-day (8 hour) increments if the project does not have a specification, or the specification is poorly defined. An hourly-based project will have a cost target associated with it. The first stage of such a project is to agree a specification and cost target.
3. charge for the creation of a specification from scratch
4. warrant our development for six months to be free of defects
5. provide Asterisk training at our normal hourly rate
6. only take on projects that do not require an engineer on-site full time
7. provide ongoing support at a price depending upon the complexity of the project
8. work with customers' hardware once we have assessed the risk.
9. provide a money-back guarantee if we are not able to deliver a solution to the agreed deliverables in the specification

Project stages

Asterisk development is split down in to a number of manageable phases which also enable project progress and compliance with specification to be monitored.

These stages are listed below.

Stage 1: System Technical Review of customer created requirements

If a full specification is available then Miton will provide a fixed price quotation for the work to that specification having first undertaken a Technical Review of the specification.

Stage 2: Agree Scope of work through the creation of a specification

In cases where there is no specification but the project is describable by a specification, Miton will work on an hourly basis to create this specification and possibly a fixed price quotation. In all other cases Miton will work on an hourly basis with an associated full cost estimate which will be regularly reviewed. Miton will provide a money-back guarantee if we are not able to deliver a solution that has been agreed in the deliverables specification.

Stage 3: Develop solution for testing

The need for comprehensive testing cannot be over-emphasised. In this, Miton expect the client to work with Miton to fully test the solution so that any issues can be resolved promptly. It may be possible for this testing stage to be implemented using Miton's internet-based servers in Telehouse, Docklands.

Stage 4: Delivery of final solution

This stage is the sign-off for the final solution during which Miton will provide any Administrator training as necessary. This normally includes an on-site visit.

Stage 5: Ongoing Support

Miton will provide ongoing email and telephone support to the installation, preferably via the use of secure on-line access to the Asterisk system(s).

3. Miton supplied Asterisk Solutions

Miton can supply Asterisk Solutions in the following specialist areas.

1. Conference Bridges
 - a. Meet&Talk as MeetMe replacement
 - b. Training bridges
 - c. Custom call management bridges
2. Mobile Call Conference and Recording
3. Asterisk
4. Finance Sector
 - a. Hoot'n'Holler Bridges
 - b. Custom Call Processing
5. Telephone Interpreter-on-Demand
6. IVR Messaging
7. Voicemail
8. Legal Profession Call Recording
9. Application Driven CTI Server
10. Call Recording Systems
11. Hosted Solutions

Miton Rates

Miton post-paid invoices are payable upon presentation. Post-paid will be invoiced on a weekly basis.

Asterisk Review/Development

Development Rate Table								
Days	Post-Paid				Pre-Paid			
	No. Hours	Rate/Hr	Rate/Day	Total	No. Hours	Rate/Hr	Rate/Day	Total
0.5	4	£79	£632	£316	4	£75	£600	£300
1	8	£76	£608	£608	8	£72	£576	£576
2	16	£73	£584	£1,168	16	£69	£552	£1,104
3	24	£70	£560	£1,680	24	£66	£528	£1,584
4	32	£67	£536	£2,144	32	£64	£512	£2,048
5	40	£65	£520	£2,600	40	£62	£496	£2,480

Travel & subsistence charged at cost + 10% where car mileage is at £0.40/mile

Asterisk Ongoing Support: - Customer supplied installations

Support Hours: Mon-Friday – 9AM to 6PM GMT

Support Rate Table		
Pre-Paid		
Num Hours	Rate/Hr	Total
4	£71	£284
8	£68	£544
16	£66	£1,056
24	£64	£1,536
32	£62	£1,984
40	£60	£2,400

Asterisk Ongoing Support – Miton Supplied Installations

First 12 months support included, thereafter at 12.5% total system cost – payable in advance.

Contact Information

Call: +44 (0)1923 286501 to discuss your requirements

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