

SUCCESS STORY —

FORCADELL

FORCADELL renews its communications infrastructure with a secure, scalable, and customer-oriented cloud solution.



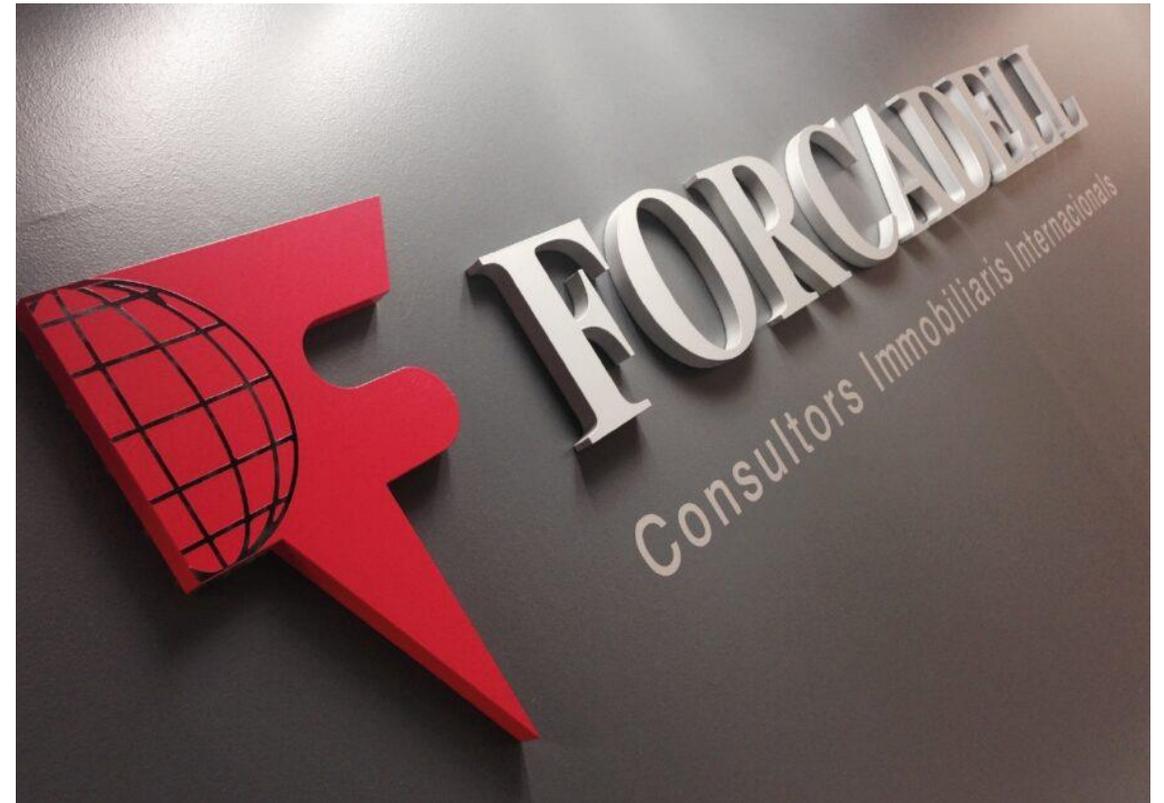
FORCADELL Consultores Immobiliarios

With over 65 years of experience, FORCADELL is a leading company in the national real estate sector, specializing in consulting and comprehensive property management.

Founded in 1958, it has around 200 highly qualified professionals and manages a portfolio of nearly 2,000 homeowner associations, 2,800 rental units, and approximately 250,000 m² annually in offices, commercial premises, and industrial warehouses.

Over three generations, it has consolidated its national presence with an ethical, professional, and customer-oriented approach. As an expert in real estate consulting and management, it offers comprehensive management tailored to the needs of each client and for any type of property, both for individuals and companies.

FORCADELL is committed to technological innovation as a strategic pillar to continue leading in an increasingly demanding market.



The challenge

Evolve towards a modern, secure, and connected communications platform

FORCADELL had a consolidated and functional unified communications solution, but it presented certain limitations in meeting the new requirements of its daily operations.

One of the priorities was to have advanced real-time monitoring of extension statuses, a key feature to optimize call management, especially in environments where immediate attention and team coordination are essential.

In addition, there was a need for an open solution that could integrate with third-party systems, allowing centralized management and automation of internal processes.

Furthermore, it was essential to ensure a more agile, secure, and accessible communication experience from any location, all supported by a robust infrastructure with high availability, business continuity, and full compatibility with mobility environments.

"We needed a platform that offered real-time monitoring and flexible integration to optimize communications management, ensuring high availability, security, and mobility for our teams."

Alex Valera, Chief Technology Officer at FORCADELL

The solution Scalable and modular UCaaS platform for an advanced communications architecture

To address operational challenges, Instel advised and implemented a Unified Communications as a Service (UCaaS) solution at FORCADELL based on innovaphone technology, a leading European manufacturer in IP telephony, unified communications, and cloud collaboration for businesses.

The platform combines voice, collaboration, mobility, and management in a 100% cloud-based, modular, and scalable environment, designed to offer maximum flexibility and security. Supporting over 200 users, it provides FORCADELL with an agile, centralized, and accessible experience from anywhere.

Flexible and efficient cloud infrastructure

The solution eliminates dependency on local hardware, facilitating continuous updates and reducing operational costs. Its cloud architecture allows immediate scalability, seamlessly adapting to the growth and evolution of the business.

Advanced real-time extension monitoring

Continuous real-time monitoring of each extension's status enables FORCADELL to optimize call management and ensure immediate coordination between teams. This visibility results in more agile operational decisions and a better experience for both employees and customers.

The solution Scalable and modular UCaaS platform for an advanced communications architecture

Advanced security and service continuity

The redundant architecture ensures high availability and continuity. The platform protects voice traffic with mechanisms such as Session Border Controller (SBC) and reverse proxy, which prevent unauthorized access and cyberattacks. Additionally, it offers end-to-end protection, guaranteeing security without affecting performance.

Unified communication and true mobility

The implemented solution allows FORCADELL teams to access all their communication tools from any device via the myApps platform. This modular and scalable platform integrates telephony, video conferencing, chat, voicemail, and presence management applications into a single, unified interface.

Integration with the company's digital ecosystem

Designed to integrate with third-party tools, the platform facilitates centralized management and process automation. It offers compatibility with environments such as Active Directory, Office 365, Microsoft Teams, and CRM/ERP platforms, ensuring seamless connectivity within the company's digital ecosystem.

Benefits

- **Faster and more efficient daily management.** Real-time monitoring of extension status provides teams with immediate visibility, enabling quick responses that improve both customer service and internal coordination.
- **Guaranteed security and continuity.** The redundant cloud infrastructure and advanced protocols protect voice traffic and ensure service availability.
- **Seamless hybrid work and mobility.** Employees can access their tools from any device and location, boosting productivity and facilitating collaboration in distributed environments.
- **Productivity optimization.** Integration with third-party systems and collaboration tools has enabled automation of key processes, freeing up time for strategic tasks.
- **Flexibility and scalability.** Thanks to its modular design, it allows adding functionalities and users without major investments or technical complexities, facilitating the company's future growth.

"Instel is our trusted technology partner. Their expert advice and the implementation of innovaphone's UCaaS platform have transformed our communications, improving operational efficiency and facilitating daily management."

Alex Valera, Chief Technology Officer at FORCADELL



www.instel.es



Galileu, 288. 08028 Barcelona
934099191 - instel@instel.es