



Headquartered in Istanbul, Turkey, Karel is a regional leader in business collaboration and communications systems. Since its inception in 1986, Karel has played a key role in transforming the PBX market in Turkey and has seen its reputation spread over to more than 30 countries. Its product portfolio encompasses IP based PBXes and call centers as well as unified communications, visual collaboration, and security solutions.

**KAREL**

## The Challenge

As Unified Communications started taking center stage in communications-enabling business processes and gradually replacing PBXes, Karel saw the need to expand its solution portfolio to provide feature rich, yet affordable software solutions that can be offered in customer premises or from the cloud. Coming from a strong R&D tradition, Karel wanted to take participatory role in setting direction and developing the solution.

## The Solution

Having an appreciation for open systems and the benefits of open source, Karel spotted eZuce as the driving source behind SIPfoundry. The two companies entered a strategic partnership in 2010 in which parties collaborated on product direction and established a co-engineering practice for developing feature functionality and localization that were important to Karel. The OEM solution is branded as Karel UCAP.

## The Benefits

The partnership with eZuce provided Karel with access to fast-evolving unified communications know-how and with an immediate addition to its product family. Karel's own-manufactured award-winning IP phones were made compatible with the solution and contributed to maintain the strong brand of Karel in its incumbent market place.



The partnership with eZuce brought us the benefits of open source combined with the ability to maintain our brand and differentiation through localized features.



**Yaman Tunaoglu, Chief Technology Officer and Co-founder**