




CASE STUDY

# BYNE



## COMMUNICATION FOR THE OPERATIONS CENTER

Deployment of the critical communication system at the operations center – Evoltz

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# Evoltz transmits energy to 10 states in Brazil. BYNE ensures their critical communication.

Photo: Evoltz

## THE PROJECT

Evoltz runs seven concessions of transmission lines in Brazil, totaling 3,500 kilometers throughout Brazilian territory. Facilities are spread over ten states, from Amazonas to Rio Grande do Sul. To make sure their structure will work with **high service availability**, the company relies on an Operations Center (COS) in Rio de Janeiro, responsible for operating all of their assets.

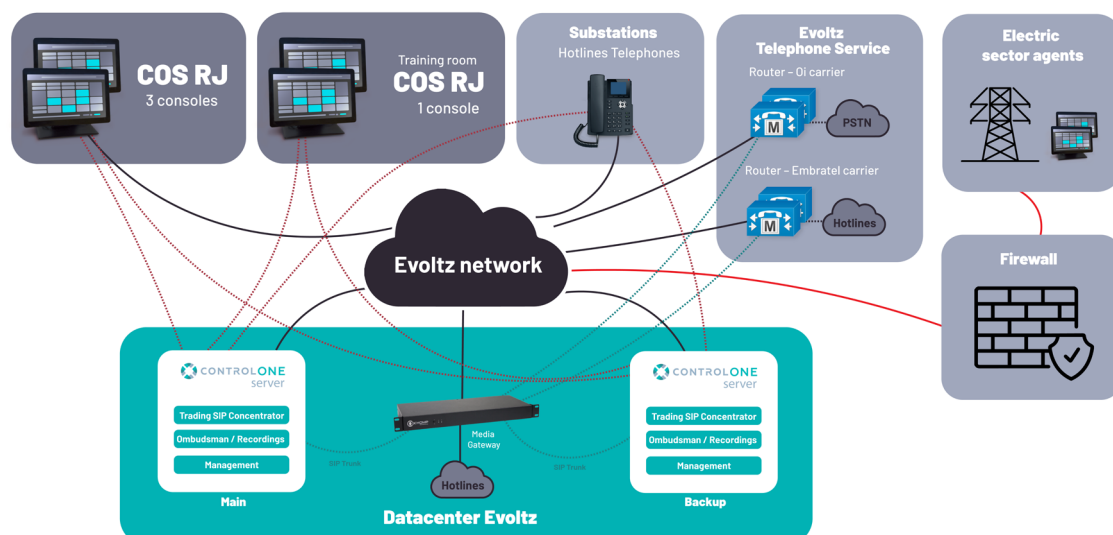
The deployment of BYNE's telephone and dispatch system in 2022 has provided the operation with reliability and agility. BYNE's console allows for a simpler and easier **communication between the operations center and the field teams**.

## ARCHITECTURE OF THE PROJECT

The Operations Center in Rio de Janeiro has been provided with 4 consoles, one of which has been assigned to the simulation environment in the operators' training. Redundant ControlONE servers have been installed at the datacenter. These servers are responsible for managing the consoles and overseeing and recording communications at the COS.

BYNE's console has enabled connections to the carriers and hotlines performed through Khomp gateways, and also direct connection for telephones at substations and for electric sector agents, including firewall as a security layer.

Detailed architecture of the project:



## CHALLENGES

Evoltz needed to modernize their telephone system at the Operations Center so that the current technology would be adequate to a more updated solution, built for operation in a critical mission environment, fulfilling the criteria of high availability, reliability, and observability, and allowing the operators to use it in a simple and quick way. Besides, the company sought a solution that could offer specialized technical support and the most modern resources available in the market.



Photo: Evoltz

## OUR SOLUTION

The communication solution deployed at the Operations Center was designed in a customized way in order to fulfill Evoltz's specific needs. The main resources offered include:

4 operational consoles, with touch screens and audio devices (headphones, intercom and speakerphone), providing agility and redundancy.

Servers and Gateways at high availability with active-active redundancy.

Support and maintenance: BYNE offers complete support with technical service and SLA, ensuring communication at the operation center.

The project also included the deployment of all equipment and integration with PABX through SIP (Session Initiation Protocol).

Beside, BYNE offered specific trainings to the teams involved so that they could operate the consoles and administer the system.

**The solution fulfilled all the necessary elements to provide efficiency and agility to Evoltz's critical communication.**

## BENEFITS FOR THE CLIENT

The deployment of a critical communication system operated by BYNE's solution has brought several benefits to Evoltz's Operations Center:

### Simplification

The connection between the Operations Center and the operational teams has become faster and more efficient, and so has the communication between field agents. The consoles are easy to use and allow for simple action coordination.

### Ombudsman

The system allows quick access to recordings of calls on the consoles, which brings agility and security to the operation. This resource is essential to fulfill the operational requirements of companies with critical mission, such as Evoltz.

### Integration

BYNE's console unifies the whole operational communication into a single platform, including integration with PABX and other communication technologies (radio, satellite, messaging, and so forth).

### Support and maintenance

BYNE offers specialized technical service, in order to provide all the support and maintenance of a critical communication system.

## ABOUT THE CLIENT

Evoltz is a holding that controls seven energy transmission lines from the north to the south of Brazil. Created in 2018 by TGP Capital, it came to be through the acquisition of assets from Abengoa's judicial recovery procedure in Brazil. There are over 3,500 kilometers of facilities, which ensure the infrastructure that is essential to the economic development of ten Brazilian states. Since 2021, the company has been controlled by Ontario Teachers Pension Plan. This step represented the consolidation of Evoltz as an important player in the management field of energy transmission concessions in the country, keeping reference operational indexes and an optimized stock share and capital structure.

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