

VoIP – National Recruitment



Trunk Networks
LETS CONNECT

Our Client

Our Client is a National Recruitment Agency with branches throughout the UK

The Challenge

Our Client had a traditional analogue phone system at each branch. Each branch had ISDN to deliver phone services and were paying a lot of money for line rental and call charges were high. The old phone system did not have the features that our client needed, basic things like Voicemail and call reports.

Our Approach

To be able to deliver a fully featured VoIP solution we needed to improve the network at our Client's branches. We evaluated our clients call costs and ISDN charges and were able to demonstrate substantial savings by moving to a VoIP solution. We improved connectivity at branches that needed additional capacity to support VoIP. This ranged from FTTC at most branches to a Leased Line at larger branches (with broadband failover at the branches with Leased Lines).

We delivered a hosted VoIP system from our data centre. Our client did not want an On Premise solution.

The VoIP phones were provisioned on separate vLAN's and QoS applied to ensure a minimal amount of bandwidth was available for Voice. MPLS was used to deliver branch-to-branch connectivity.

Results

Our client now has a scalable VoIP solution with all of the features they need for their business. Call costs have been drastically reduced and ISDN lines have been removed. There have been new costs for improved internet connections but there are business benefits to having a faster internet connection

***“Huge phone system savings across the business,
including a reduction in call costs”***