



CASE STUDY: GLOBAL CALL CENTER PROVIDER

Global Call Center Provider Uses FatPipe IPVPN for Sub-Second Failover of VoIP Calls

A leading global business process outsourcing provider of customer care and back-office processes uses Voice over IP (VoIP) over a MPLS network to connect customers to its 100+ sites worldwide. The Company was plagued by intermittent VoIP service disruptions and degradations. This resulted in calls being dropped. Jitters, line degradation and local loop/last mile failures all were factors that caused major disruptions. The situation was exacerbated when the main phone switches lost connectivity when a line failed or when it perceived a line was down due to latency issues.

SOLUTION OVERVIEW

SITUATION

This global outsourcing call center was losing hundreds of thousands of dollars due to intermittent failures of its VoIP system. The system took up to 30 minutes to restore at locations that experienced line degradation or failure, halting phone activity between customers and agents.

SOLUTION

Installed FatPipe IPVPN with GRE encapsulation at multiple sites across the globe to achieve automatic and intelligent line failure over. Calls remained connected even when lines failed.

BENEFITS

FatPipe IPVPN ensured call connectivity. The agents and customers were not stranded on “dead lines,” losing business and reducing productivity. Also, the legacy system did not have to be replaced.

The IP phones at any location experiencing degradation of services such as jitters, high latency or a service outage, were disconnected from the VoIP system. To be restored, they had to re-register with the main switch - a process that took up to 30 min. The loss in staff productivity was significant..

The Company lost over 21,000 hours in productivity, resulting in the loss of hundreds of thousands of dollars in total paid hours to agents that could not take or make calls. The company needed an alternative solution to purchasing and installing new switches, which would have cost millions of dollars. They found the answer with FatPipe IPVPN with GRE encapsulation.

FatPipe was installed at various locations in five different countries around the world to intelligently and automatically failover calls to alternative connections when disruptions or line failures occurred. FatPipe boasts a sub-second failover of VoIP calls, for superior failover capabilities.

FatPipe IPVPN used GRE encapsulation and FatPipe’s patented MPSec VPN tunneling between devices for failover. Calls remained up with no interruption if there was an available line, and held if both lines were down. The switch did not have to reregister IP phones.

FatPipe is a non-BGP application, making installation and management easy. The Company increased its productivity exponentially, increased customer satisfaction, and agents regained confidence in the system. Lastly, since FatPipe works with any type of router, the Company did not have to replace its older routers or switches saving millions of dollars.