

A premier provider of worldwide telecommunication services for both the contact center and carrier-to-carrier services industries.



To meet the support demands by increasing the member base but significantly reducing the call cost thereby reducing cost for the members.

Challenges

The client is a premier VOIP traffic provider. It was struggling to increase the members and at the same time reduce the cost to a great extent. The members and strong competitive forces were driving the client to maintain a 24x7x365 service / support window with multiple delivery channels. The client and its subsidiaries operate a leading network of largest providers of telecommunication service in the United States, Asia, South and Central America.

THE RETURN

- Using the LCR Method we helped the client to reduce the cost by about 37%.
- A predictable business case that is more cost effective than in sourcing
- NOC Activities
- Greater Visibility to Network events
- Additional Feature, functionality, or platform support.

HOW FLIGHTCASE HELPED

We provided the client with a solution using LCR method by providing them the Routing engine software which works on the SIP Response 300 and LCR method. Our Routing Engine software helped customer to reduce the cost by routing the call traffic using the least cost routing method where in the calls are sent out through the Service provider who has the least cost per call.

Flightcase's NOC operations team is responsible for handling customer as well as the Engineering support services 24x7x365, maintaining the desired service levels, resource planning and following a structured quality improvement plan. Flightcase has taken various initiatives to improve the member/customer satisfaction index, average speed of answer, first call resolution and improve client /vendor relationship.

Least Cost Routing (LCR)

In international voice telecommunications, least cost routing (LCR) is the process that provides customers with cheap telephone calls. The LCR team in a carrier follows a cycle: the buyers negotiate with their suppliers and get a new price schedule; the prices are loaded into the software to calculate and compare termination costs; a route is chosen, fixing a cost-for-pricing; and new prices are issued based on the costs-for-pricing. The new routes are implemented on the switch and finally the traffic volumes and margins are monitored through reports from the billing system. Loss-making traffic and odd routings are investigated, and either the billing system has its data corrected or routing and pricing action is taken.

What we provide in NOC

- NOC - Few of things that we do
- Voice & data (IP) network monitoring.
- Monitoring operations of all backbone links and network devices.
- Ensuring continuous operation of servers and services.
 - Providing quality support for network users.
- Troubleshooting with clients all network and system related problems.
- Opening tickets to track and document resolution of problems.
- Address interopts with switch manufacturer.
- Coordinate patches to resolve issues.
- Installing on respective switches/servers remotely on IP.
- Validate and deploy complex VoIP solutions from an end-to-end perspective.
- Enabling technologies across telecom platforms. All rights reserved with Flightcase IT Services Pvt. Ltd.
- Analyze IP issues by reviewing system (e.g. UNIX and router) logs.
- 24 hours a day, 7 days a week supervised operation by highly skilled network and system engineers.

Costs & Savings

- The NOC manages the VOIP traffic which is routed by software using the SIP protocol and the LCR method. This has helped the client to reduce the cost to a great extent.
- The initial cost of running this operation in the US got reduced by 37% after Flightcase took over.



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We Certified

