
BeQuick Software chose Aculab Cloud to provide scalable IVR solution

Using Aculab Cloud BeQuick's MVNO customers can activate their phones on-demand

Located in Palm Beach Gardens, Florida, BeQuick Software delivers an innovative, hosted BSS/OSS solution called QuickTel. BeQuick designed and developed the software for the telecommunications industry and specifically for prepaid, postpaid and VoIP service providers.



BeQuick owns and manages the entire infrastructure required to deliver real-time order management, electronic provisioning, convergent billing, CRM, EBPP, customer and agent web portals, customised reporting, MVNO's, trouble ticketing and workflow, IVR, SMS text, equipment inventory and much more.

With a blossoming new era of wireless prepaid systems, BeQuick was looking for a VoIP solution that was reliable, scalable, and flexible and that could be brought to market quickly. Above all, BeQuick wanted to provide a cost-effective means to supply a scalable IVR solution to allow their MVNOs' customers to activate their new phones, check their balances and pay bills.

BeQuick needed to move away from its existing cloud-based IVR provider, due to cost and the inflexible nature of the platform. It considered buying software to install in its data centre, however, in the end, it felt that Aculab Cloud would present the quickest route to market and be the more cost-effective option.

David Dragon from BeQuick said, "Aculab's vast experience in Telecoms, along with an industry leading cloud architecture, gave us confidence to choose Aculab as our next gen IVR partner" Dragon continued "My CTO loves it!"

David has worked in the telecoms industry for over 20 years, but his team of developers had little experience in developing telephony applications. With Aculab Cloud's high-level Python programming language, this was not an issue. The team quickly became proficient with the language and was able to develop and test a solution that performed all the tasks it needed, in less than two months. Furthermore, with Aculab Cloud, it now has the ability to fix most problems on the fly without compromising the whole platform.

By implementing Aculab Cloud, BeQuick's customers can create outbound call lists using their own criteria and set up call campaigns. This has brought significant savings compared to their previous platform.

David Samuel, Aculab's Sales & Marketing Director, commented, "The benefits are clear, By using our high-level API's, solutions can be developed, tested and deployed quickly while saving money. We have developed a platform that makes it easy to create on-demand telephony applications that make, receive and interact with calls without the need for specialist equipment."