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## GroomerII

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### Global Voice Services



**BT Global Voice Services (GVS)** wanted to expand its **Contact Central Services (CCS)** and **Business Voice (BV)** operations, and needed a **combined network divert (NDV)** and **protocol converter solution** to interwork between its **PBXs** and local enterprise customers in a number of foreign (non-UK) countries.

# GroomerII

Global voice services

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## The results

Using Aculab's GroomerII gateway, BT GVS was able to:

- Expand its CCS operations with hosted points of presence in several countries
- Provide an essential service protection (call redirect) function for its CCS platform
- Provide a vital outbound interconnect for its BV product
- Benefit from a single, cost-effective, internationally deployable solution

## The solution

Running all needed protocols, GroomerII was deployed as an NDV for the purposes of service protection of BT GVS' CCS platform. In the event of a failure of the local GVS switch, the NDV function is activated and ingress calls from the local PSTN are then re-directed to the local PSTN as international calls. In addition, GroomerII was used to interwork the local GVS switch, which provides the BV or outbound product, to enterprise customers, via dedicated access lines.



## About Aculab

Aculab is an innovative company that offers deployment proven technology for any telecoms related application. Its enabling technology serves the evolving needs of automated and interactive systems, whether on-premise, data centre hosted, or cloud-based.

Over 1000 customers in more than 80 countries worldwide, including developers, integrators, and solutions and service providers, have adopted Aculab's technology for a wide variety of business critical services and solutions.

Aculab offers development APIs for voice, data, fax and SMS, on hardware, software and cloud-based platforms, giving a choice between capital investment and cost-effective, 'pay as you go' alternatives.

## For more information

To learn more about Aculab Cloud and Aculab's extensive telephony solutions visit:

[www.aculab.com](http://www.aculab.com)

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