

## GroomerII – 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.



### 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

### 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.