

GroomerII – IT services

A major international IT services provider wanted to provide a solution for its client, a UK-based mobile carrier that needed a high capacity gateway interconnect between its geographically distributed customer contact centres, BT's core network and its own mobile switching centres.



Results

Using Aculab's GroomerII gateway, the IT services provider was able to:

- Manage the delivery of technology, enabling the mobile carrier to provide essential customer services to its subscribers
- Provide a means for its client to interconnect its business critical diallers to external networks
- Provide a suitably high capacity, scalable and cost-effective solution for its client
- Offer a rapid return on investment to its client, compared to the alternative 'rip and replace' of the incumbent contact centre solution

Solution

As the telco's contact centre platforms did not support the H.323 protocol, multiple GroomerIIs (initially, 5 per site) were deployed at several mirror site installations, each providing SS7-to-H.323 interworking. A number of GroomerIIs were also used in certain key sites to provide ISDN-to-SS7 interworking for outbound dialler functionality in several of its contact centres.