CPDI uses Prosody X in next generation solution

CPDI enables service providers to address converging, on-demand markets with flexible rating and charging solutions for a wide range of voice and data services. As markets expand for prepaid access to digital services like multimedia messaging, VoIP, and WiFi/WiMAX, CPDI's ComControl provides the means for operators to reach more customers and compete more effectively by allowing them to start small and scale as needed. In addition, its modular platform can bridge traditional and emerging networks to leverage existing investments, reduce costs and manage risk.

TelMex® Chile, the premier long-distance telecommunications company for Chile, a subsidiary of TelMex Corp. S.A., provides telecommunications services for residential, small and medium-sized businesses, and large corporations. Telecom packages include voice, data, video transfer and Internet access.

The challenge

Historically, TelMex Chile implemented its CPDI Call Control platform to provide a robust and reliable solution for the prepaid marketplace in Chile. Today, the competitive Chilean telecommunications market continues to evolve rapidly toward next generation IP communication technologies. In accordance with this environment, and to continue its innovative leadership in the marketplace, TelMex Chile had a requirement to offer VoIP services, while still maintaining legacy services to its traditional customers. The tender issued by TelMex Chile required a low cost-per-channel solution, fault tolerant configuration, rapid implementation to meet a product launch schedule, and year round, 24/7, vendor support.

TelMex Chile turned to CPDI for its next generation solution to meet this challenge within specified deadlines, while still delivering the reliability TelMex Chile's customers have come to expect.

The solution

CPDI proposed using Aculab's Prosody X to deliver a flexible, leading edge solution and place TelMex Chile in a position to continue delivering its existing services and move quickly to a SIP solution. Thanks to Aculab's Prosody X IP media processing card, this could be achieved at a low cost-per-channel, scaled to any density and remotely managed on one common platform concurrently supporting both PSTN as well as IP connectivity, without the need to integrate multiple vendor components.

TelMex Chile chose CPDI's ComControl (formerly Call Control) because of proven experience in delivering a platform that supports scalable and modular growth with less risk and lower costs. ComControl is an integrated, self-contained solution that bridges PSTN, mobile and other traditional TDM networks to next generation networks without a "fork lift" approach to upgrading and migration. Aculab's Prosody X card is at the core of the SIP enabled ComControl application, which allows concurrent connectivity to both PSTN (including SS7) and IP networks (including SIP) on one scalable, modular platform. Prosody X allows CPDI to continue delivering next generation SIP, IMS, wireless and multimedia applications and services that will enable TelMex Chile to continue to add new applications and grow revenue.

With Prosody X at its core, ComControl provides feature transparency across multiple networks and protocols. TelMex Chile can benefit from an enhanced feature set, including: debt recovery; fraud prevention; voice mail; account replenishments; customisable reports; multilingual voice prompts; speed dial memory options; low balance notifications; security PIN authorisations; Web-enabled customer care; customisable rating structures, and more. ComControl is able to support new services that TelMex Chile may introduce — setting it apart from competitors by giving it the ability to immediately roll out value-added, customer-centric services for securing, strengthening and expanding its market presence.

ComControl uses Prosody X for telephony and data for E1/T1 and IP network access, switching, and IVR functions, helping to support multiple applications and services over fixed, wireless or IP networks – all on one common modular, fault tolerant platform. This enables the ComControl application to span both networks, and TelMex Chile is able to migrate customers from PSTN to VoIP seamlessly, without changing the user experience.

ComControl is unique in that it is an integrated single platform solution incorporating CPDI's patented technology for rating and charging voice and data services across fixed, mobile and Internet transport mechanisms. With ComControl, service providers can deliver prepaid access on single, universal accounts which can be used for wireline and mobile phone, VoIP, WiFi and MiMAX services, as well as IMS compliant services. TelMex Chile is able to bundle these services and add more value to subscriber packages to reduce churn.

CPDI chose to use Aculab's Prosody X at the core of ComControl because of the E1/SS7 and VoIP/SIP support that is offered on a single product. TelMex Chile's initial investment in hardware to support its PSTN traffic can be reutilised – with no additional hardware investment required – to incorporate VoIP over a SIP network. All that is required is a simple software configuration change on the Prosody X card, thereby lowering deployment and operational costs and delivering a significant ROI.