

A high-performance cost killer

ECOTEL® VTM Gateways in call centers

4yourmobile
communication

- Payoff in a few months
- 32 GSM channels per system for cost-effective mobile-to-mobile calls
- Connection via E1 or VoIP
- Additional IVR functions

Cost-effective solution with ECOTEL® VTM flex

With thousands of calls made every day, telephone charges are one of the biggest expenses in call centers. Calls to mobile radio networks tend to be particularly costly, and the proportion of such calls will increase in the future.

VIERLING's ECOTEL® VTM multichannel gateways are the perfect solution: They replace costly calls from fixed lines to mobiles with more cost-effective "in-network" mobile radio calls.

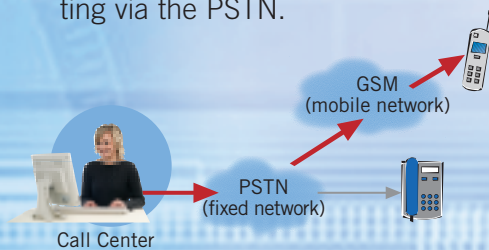
Seamless integration into call center environments

A German call center that provides all of the customer support for a mobile radio provider has been using two VIERLING's ECOTEL® VTM flex since 2006. This call center is one of the ten largest providers of telephone services in Germany.

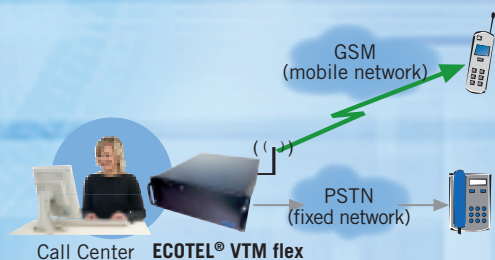


Payoff in only a few weeks

The gateways paid for themselves in only a few weeks since almost 80% of the calls made at the call center were routed directly to the different GSM networks, thereby avoiding routing via the PSTN.



Without VTM flex: expensive fixed-to-mobile calls



With VTM flex: cost-effective mobile-to-mobile calls

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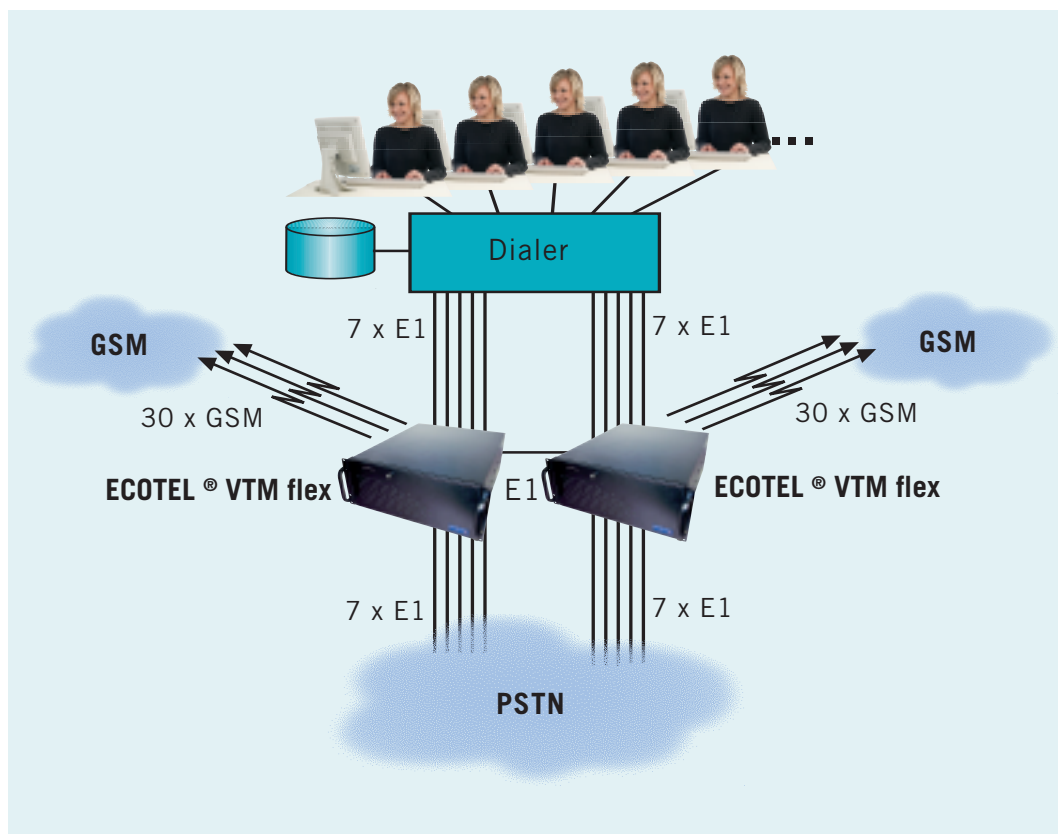


Redundant design for outstanding reliability

Two ECOTEL® VTM flex gateways are connected via E1 interfaces between the dialer and the public switched telephone network (PSTN). These gateways forward mobile radio calls directly to the different GSM networks via 30 channels. The result? Cost-effective mobile-to-mobile calls instead of more expensive fixed-to-mobile calls.

The two ECOTEL® VTM flex gateways are interconnected via a connecting cable. In situations where the load is asymmetrical, the traffic can still be uniformly distributed among the GSM channels. To ensure outstanding reliability, the ECOTEL® gateways have a redundant design with a RAID hard drive and dual power supply. In case of complete failure, the E1 lines are connected directly to the trunk so that users don't even notice anything has happened.

Call center employees also do not notice calls that go directly to a voicemail. ECOTEL® VTM flex recognizes the mailbox request and interrupts the call before it is connected to the call center employee.



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