
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.

GroomerII

IT services

The 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 countries.
- Provide a means for its client to interconnect its business critical dialers 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

The 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.



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

Contact us

Phone

+44 (0) 1908 273800 (UK)

+1 (781) 352 3550 (USA)

Email


info@aculab.com

sales@aculab.com

support@aculab.com

Social

 [@aculab](https://twitter.com/aculab)

 [aculab](https://www.linkedin.com/company/aculab)