Telappliant®
The IP Telephony Company

Case study - AngloINFO

AngloINFO is the world's largest network of websites for English speakers living abroad. Established in 2000, it operates in many regions around the world, providing vital support and information to approximately 2.5 million users every month.

Company
AngloINFO

Business Type
Expatriate advice

Number of employees
50+ franchise & staff

Requirements
A cost-effective telephony solution to support a rapidly growing number of remote employees and international franchisees.

Solution
VoIPOffice™ Hosted Business Multi Plan TalkAssure SIP Trunking Inbound numbers

THE CHALLENGE

AngloINFO was operating with an Asterisk Appliance PBX telephone system, an in-house solution that demanded significant amounts of time and technical expertise to maintain.

High call volumes were causing the three BT landlines to jam regularly. This problem was compounded by franchise calls often lasting for 20 minutes or more. As a result, regardless of the nature of their enquiry, callers were frequently queuing for long periods, if they could get through at all.

On a strategic level, the existing system was failing to support the company's aggressive global growth strategy. In particular, users had to be present at the same location as the PBX, which was proving to be restrictive and unaccommodating to AngloINFO's increasingly demanding needs.

THE REQUIREMENT

With offices, employees and franchises around the world, AngloINFO wanted a cost-effective VoIP phone system that not only saved the business money, but also eliminated the need for in-house technical expertise. Lowering the cost of international calls and facilitating remote working, with no compromise on service quality, were key requirements.

The aggressive growth strategy meant the business telephone system had to be scalable to accommodate both current call / staff levels and future expansion. It also had to be flexible to meet changing needs and reliable to facilitate high volumes of excellent quality overseas calls.
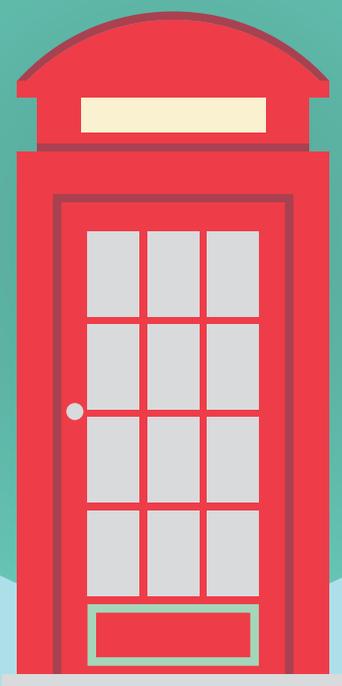
> "With the telephone system in place, we were able to close an office in France and switch to remote working. All employees are now connected by laptop softphones linked into the VoIP network. They are no longer tied down with a desktop phone and our customers are unaware their calls are often routed internationally. Cost control is a high priority for us so it was great to have tested several call plans with Telappliant to determine the most cost-effective. Crucially, unlike the very rigid solutions from other service providers, we have flexibility and pay for what we use and not what we might use."

THE SOLUTION

AngloINFO worked with a dedicated Telappliant account manager to trial several Voice over IP packages to determine the most appropriate for both now and the future. Because AngloINFO wanted to eliminate the burden and cost of in-house technical maintenance, and have maximum scalability as well as low cost international calls, the VoIPOffice Hosted telephony system, partnered with Telappliant's Business Multi Plan call package, offered the perfect solution.

VoIPOffice Hosted is an IP PBX solution hosted entirely by Telappliant, which allows AngloINFO to enjoy the features and benefits of an advanced business telephone system but without the hardware and maintenance costs. It consolidates business communications from multiple locations anywhere in the world under a single high performance IP telephony platform.

The Business Multi Plan package sits alongside VoIPOffice and brings together landline and mobile minutes for UK, European and international destinations in one inclusive call plan.

THE OUTCOME

AngeloINFO made a smooth transition away from their Asterisk Appliance PBX system and suffered no downtime during the implementation process.

AngloINFO now benefits from unlimited user scalability, low cost inclusive calls and a voicemail to email service, where voicemails can be delivered as email attachments. Because Telappliant hosts the VoIP service, there is always space to accommodate growth and no system maintenance is required. Thanks to Telappliant's talkAssure SIP Trunking service, AngloINFO can instantly add additional telephone lines.

VoIPOffice also provides AngloINFO with advanced business telephone system features. To manage incoming calls and eliminate the problem of lines jamming, the system offers a virtual receptionist, automatic call distribution and ring groups. To support employees working remotely, features include follow me, call forwarding and caller ID.

Telappliant is an Internet telephony specialist with more than 80,000 subscribers and one of the largest Voice over IP (VoIP) networks in the UK.

We offer advanced, feature-rich telephone systems and low-cost call tariffs to businesses of all sizes. Call 0345 400 4040 or visit telappliant.com

:::Telappliant ®
The IP Telephony Company