



Company  
Kirker Europe



Business Type  
Nail polish  
manufacturers



Number of employees  
80-100



Requirements  
To enable communication  
between offices with a  
secure line across two  
different continents.



Solution  
VoIPOffice™  
Hosted Professional

## Case study - Kirker Europe

Kirker Europe is a recognised leader in the development and manufacturing of innovative nail products and has been in business for over 50 years; supplying to some of the largest cosmetic companies globally.

### THE CHALLENGE

A few years ago, Kirker Europe came to Telappliant with the goal of migrating over their current ISDN phone system to a VoIP platform. Their old telephone system was analogue-based and it lacked the features and functionality to match Kirker Europe's ambitions for their business communications.

Telappliant provided Kirker Europe with two on-site VoIPOffice Enterprise PBXs for their offices in the UK. This solution enabled Kirker Europe to use enhanced telephony features (voicemail, queuing, call diverts) on their existing analogue platform.

VoIPOffice succeeded in connecting their two offices in the UK, but Kirker Europe also wanted to integrate their offices in America to enable internal extension calling across all sites.

### THE REQUIREMENT

Kirker Europe's main PBX at their US headquarters is Asterisk based but they always had intended to link the UK and US PBXs to enable internal DDI dialling between sites. The offices are based in a remote location so initially it meant that leased lines were a prohibitive cost factor and being miles from the nearest BT exchange meant VoIP calls over ADSL was also not a reliable option.

The migration picked up the pace when their local exchange finally implemented broadband in the area. This allowed Kirker Europe's offices to dramatically increase concurrent call volume, and start saving on costs of calls with a fully VoIP solution, provided by VoIPOffice.





*Telappliant's support team were able to work with us and solve any problems in our networks that came up. The system is working as desired and it was a pleasure working with you; thanks again to the team at Telappliant.* ”

### THE SOLUTION

Our team liaised with Kirker Europe to devise a plan to connect the two offices in the UK with their two offices in the US. Telappliant decided that the best route was to incorporate a Multiprotocol Layer Switching (MPLS) solution, this would connect their offices in the UK and the US on a secure line, creating a private link between the sites with no external access available. By implementing this solution, Kirker Europe was now able to pick up a phone and call any of their four offices around the world by just dialling the desired extension.

### THE OUTCOME

Not only did this solution increase Kirker Europe's international presence and network security, it also cut call costs drastically. By enabling extension to extension dialling, they were no longer paying for calls to their international offices. They could also make local calls from whichever office they were in around the world. For example, they could now call a number in Scotland from the US office at a local Scotland rate.

Thanks to Telappliant's support team's dedication and VoIPOffice's flexible functionality, Kirker Europe are now able to dial all of their offices around the world for free with heightened reliability.

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](http://telappliant.com)