Telappliant®
The IP Telephony Company

Nomad Digital

Case study - Nomad Digital

Nomad Digital is the leading global provider of wireless on-board IP connectivity solutions to the transportation sector. Improving the connectivity of trains and buses, helps more than one billion passengers benefit from more reliable Internet on the move.

Company
Nomad Digital

Business Type
Internet service provider for the transportation sector

Number of employees
200+ worldwide

Requirements
A hosted VoIP phone system to replace an on-site IP PBX and reduce risk.

Solution
VoIPOffice™ Hosted Professional
Business Multi Plan
talkAssure™ SIP Trunking
Global Inbound Numbering

THE CHALLENGE

Nomad Digital had been successfully using and managing its own on-site IP PBX VoIP phone system for around seven years. However, following a business continuity review, an executive decision was made to reduce risk by moving all key business services out of the organisation. It was felt this was particularly important for the phone system because the company runs a 24/7 help desk.

THE REQUIREMENT

Andy Arnell, Business Research Analyst at Nomad Digital explains: "*The on-site IP PBX worked very well for us. With offices spread across the world, it gave us a very cost-effective telephony solution. The downside, however, was that we were fully responsible for its maintenance and uptime. Although we had never experienced any problems, and the risk of the PBX failing was relatively remote, the consequences of such an event would be likely to damage our reputation – a risk we were no longer prepared to take. Our CEO decided it was time to switch to a hosted VoIP phone system.*"

"
VoIPOffice has made it particularly easy for us to expand and grow the company because we can enable additional telephone lines as necessary and introduce local phone numbers wherever we operate. VoIPOffice's high security meets all our requirements and the call queuing system works very effectively for our lead generation team.
"

THE SOLUTION

Nomad Digital worked with their dedicated Telappliant account manager to determine the most appropriate VoIP solution. With the ability to connect up to 10,000 users in multiple locations, anywhere in the world, the VoIPOffice Hosted Professional telephony system, partnered with Telappliant's Business Multi Plan call package, offered the ideal solution for Nomad Digital's calls.

VoIPOffice Hosted Professional is an IP-PBX solution hosted by Telappliant 'in the cloud'. The low cost calls are handled via Telappliant's remote IP-PBX system for less than 1p per minute. Importantly, it allows Nomad Digital to enjoy the features and benefits of an advanced business telephone system but without any responsibility for the hardware, or system management or maintenance.

Another key benefit is the fact that because all critical hardware and software is stored off-site in Telappliant's data centre, continuity of the phone system is guaranteed in the event of a fire or natural disaster at Nomad Digital's premises.

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.

To deliver the telephony capacity Nomad Digital needs, Telappliant's talkAssure SIP trunking solution provides a total of 40 virtual telephone lines and more than 100 extensions over a single high-speed Internet connection. This reduces costs by more than 60 per cent compared to legacy lines and provides enough capacity to ensure phones are never engaged.

Global inbound numbering from Telappliant additionally provides Nomad Digital with all its incoming local phone numbers for a low-cost monthly fee.

THE OUTCOME

Within a few weeks, Nomad Digital had made the transition from an on-site IP-PBX to a hosted VoIP phone system. As well as still providing the company with low cost calls across its international offices, VoIPOffice provides Nomad Digital with excellent continuity and peace of mind with 99.99 per cent uptime. What's more, because Telappliant hosts the VoIP service in its secure data centre, it is completely maintenance-free.

VoIPOffice provides many advanced business telephony features to improve the way Nomad Digital manages its inbound and outbound calls. These include features such as assignable ring groups, music on hold and 'follow me', which allows a call to be instantly transferred to another phone.

Thanks to Telappliant's talkAssure SIP trunking solution, Nomad Digital can instantly add additional telephone lines as the business expands.

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

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