



Global BPO Chooses FatPipe SD-WAN Solution

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SALT LAKE CITY, UT -- (Marketwired - August 19, 2015) - A leading outsourcing call center of customer care and back-office processes with offices in 100+ delivery sites in over 20 countries has chosen FatPipe's SD-WAN technology to fortify its wide area network. The company was losing hundreds of thousands of dollars due to intermittent failures of its VoIP system. The system took up to 30 minutes to restore at locations that experienced line degradation or failure. This halted phone activity between customers and agents. By installing FatPipe SD-WAN technology at multiple sites across the globe the company was able to achieve automatic and intelligent line failover, keeping calls connected even when lines failed without dropping calls or shutting down IP telephones. FatPipe SD-WAN technology assured connectivity to all calls. The agents and customers were not stranded on "dead lines," losing business and halting productivity. Also, the system did not have to be replaced.

The company was using VoIP over an MPLS network to connect to customers. They were challenged by intermittent VoIP service disruptions and degradations that many times resulted in calls being dropped. Jitter, line degradation and local loop/last mile failures caused major disruptions, this

was exacerbated when the main phone switches lost connectivity when a line failed or when it perceived a line was down due to the latency issues.

The IP phones at any location experiencing degradation of services such as jitter, high latency, or a service outage were disconnected from the VoIP system. The call center would have to re-register with the main switch -- a process that took up to 30 minutes to restore. The staff, meanwhile, could not work; they had to wait for the phone system to come up.

The company lost over 21,000 hours in productivity, resulting in paying hundreds of thousands of dollars in total paid hours to agents that could not take or make calls. The company needed an alternative solution to purchasing and installing new switches, which would cost millions of dollars. The call center found the answer with FatPipe SD-WAN technology.

FatPipe was installed at various locations around the world to intelligently and automatically failover calls to alternative connections when disruptions or line failures occurred. FatPipe boasts a sub-second failover of VoIP calls, for superior failover capabilities.

FatPipe SD-WAN technology used FatPipe's patented

MPsec VPN tunneling between devices for failover. Calls remained up with no interruption if there was an available line, and held if both lines were down. The switch did not have to re-register IP phones.

FatPipe SD-WAN technology is a non-BGP application, making installation and management easy. The company increased its productivity exponentially, increased customer satisfaction, and agents regained confidence in the system. Lastly, since FatPipe SD-WAN technology works with any type of router, the company did not have to replace its older routers or switches saving millions of dollars.