

Euro Africa Travel talking

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OIPBOX keeps Euro Africa Travel talking

Euro Africa Travel has selected VOIPBOX to improve the quality and quantity of calls supported by its call centre in Pakistan.

"VoIP is a critical part of our operation but because of capacity and line reliability issues we just weren't seeing all the benefits VoIP promises", says Ahmed, call centre manager, Euro Africa Travel. "Sound quality was poor and we were constantly losing calls mid-conversation, which was beginning to upset our customers."

The VOIPBOX solution creates a secure link between the London HQ and call centre in Pakistan. By compressing VoIP packets without compressing the audio stream VOIPBOX reduces jitter whilst keeping sound quality high. The smaller packets making better use of the existing bandwidth and so more calls are possible over existing connections.

"Since installing VOIPBOX we've seen a massive improvement at our call centre. Very few calls get dropped now and the negative impact it was having on customers has disappeared. It has definitely been a worthwhile investment," comments Ahmed.

About Euro Africa Travel

Established in 2003, Euro Africa Travel is a leading London travel business providing worldwide holiday packages and flights. With access to over 400 leading and specialist tour operators and suppliers it provides an impartial travel service to its customers.

About ApplianSys

Based in the UK, ApplianSys is a specialist in 'Server Appliances'. It designs, builds and markets practical, powerful solutions to meet the demands of Network Managers. It does this by making servers simple to deploy and administer, more reliable and more secure. ApplianSys has established a strong track record for its VoIP acceleration, DNS management and bandwidth optimisation solutions with Global 100, governments/ public sector, ISP and SME customers in 60+ countries worldwide. ApplianSys has chosen ViBE from Voipex as the core technology behind its VOIPBOX Voice over IP optimisation appliance.