



Netserv is a managed IT, Telecom and Internet service provider with offices located in the UK and Spain. Netserv supplies VoIP based Sip trunk services throughout Europe.

The Challenge

NetServ was suffering call breakup and jitter issues from its own phone services as well as those provided by customers. It needed to improve the quality of lines and calls.

"Line quality was having a serious impact on calls and we were getting as many as twenty issues a day. A problem every hour doesn't give customers much confidence in VoIP." Dave Gessey, Technical Director, Netserv

The Solution

VOIPBOX links NetServ and its customers throughout the UK and Europe. A VOIPbox Server located at a datacentre in the UK terminates all of NetServs trunks. A VOIPBOX client located in its European office links all phone services centrally then connects them to the server in the UK.

VOIPBOX ensures that all call traffic is prioritised thereby reducing existing latency on the line and improving user experience and overall call quality. It delivers not only increased bandwidth utilisation and improved security, but also total resilience for VOIPBOX enabled links by using secondary bandwidth routing (thereby ensuring that no calls are lost). VOIPBOX is also capable of utilising "Vibe Link Bonding" (VLB) combining multiple broadband connections to deliver solutions to clients where bandwidth is restricted or greater resiliency is required.

Installed behind existing routing equipment VOIPBOX ensures a simple and straightforward installation and commissioning process. VOIPBOX works in point-to-point situations or in conjunction with an authorised Service Provider offering VOIPBOX enabled services.

"Deploying VOIPBOX was simple, with very little impact on other business processes during setup. It's been very reliable and support from ApplianSys has been extremely flexible." Dave Gessey, Technical Director, Netserv

Benefits

- Massive improvement in Quality of Service
- Over 500% reduction in VoIP related issues
- £14,500 saving in support costs in year one alone

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 de- ploy 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.