Application Service Provider

British Telecom's Syncordia Solutions

Quote

TOPCALL provides the capacity, resilience and integration features that our customers require," comments Mark Phillips of BT Syncordia Solutions.

BT Syncordia Solutions is the UK's largest provider of managed and outsourced network and IT solutions and plays a leading role in the Application Service Provider (ASP) market.

Challenge

BT Syncordia Solutions needed an industrial strength fax and telex solution to meet the needs of its corporate customers. It needed a system that was resilient enough to handle the communication traffic of several corporate customers and secure enough to manage data in separate "Customer Groups". The Solution had to allow for separate billing and separate default parameters for the varied customer requirements. In all, BT Synchordia's challenge was to find a company that was able to offer one system that could fill the requirements of several customers. Not only in term of data separation and maintenance, but also throughput requirements that varied depending on the time of day.

Solution

BT Syncordia Solutions adopted TOPCALL's highly successful Communication Service *one* platform to offer fax and telex services to complement the company's comprehensive product portfolio. TOPCALL provides the capacity, resilience and integration features that our customers require," comments Mark Phillips of BT Syncordia Solutions. TOPCALL was able to deliver a single turnkey solution that was open enough to satisfy BT Syncordia's varying customer needs and resilient enough to offers customers the best in outsourced communications.

TOPCALL

www.topcall.com

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We are extremely confident that the Communication Server one platform will provide added-value to BT Syncordia Solutions' products and we are certainly delighted to be part of the BT Syncordia Solutions portfolio. The Fact that BT Sycordia Solutions has selected the Communication Server one underlines our commitment to meeting the needs of major customers, "says Dave Hutchinson, Managing Director, TOPCALL UK Ltd

Result

BT Syncordia is confident that the Communication Server *one* platform and global professional services will supply their customers with the "Best of Breed" technology, essential to the fast growing ASP enviroment.

BT Syncordia Solutions recognised that the Communication Server *one* platform was a unique product: high in scalability and open to integration. The platform also provides a variety of business-to-business communication options, including WAP, SMS/Paging and voice technologies. This wide range of communication services together with TOPCALL's many years of experience in the unified messaging market, position TOPCALL as the ideal partner for BT Syncordia Solutions.

TOPCALL

www.topcall.com