



Cost reduction, ready scalability, ease of use and trusted support



About Verint

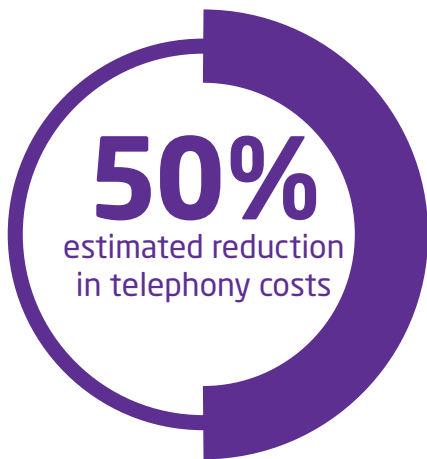
Verint is one of the world's leading providers of valuable data that helps its enterprise customers make more informed business decisions and helps public and private sector bodies develop better security strategies.

Verint provides this intelligence to over 10,000 organisations in 150 countries, including more than 85% of the Fortune 100.

The challenge

An established user of Gamma fixed lines, as part of a UK office consolidation Verint wanted to implement new Internet connections and IP telephony platforms, supporting a move away from out of date legacy telephony.

At the same time the chosen telephony solution had to be utterly dependable to meet Verint's clients' uncompromising demands for support.



SIP Trunks Inbound

Broadband

“ We support our global customers and staff 24x7 and a reliable and stable telephony platform is critical to ensuring this. Our customers also require that we have a documented and tested business continuity disaster recovery solution in place. With Gamma we have been able to achieve all this and make significant cost savings across our telephony estate. ”

Peter Thomas, EMEA IT Manager, Verint



The solution

Verint chose SIP-based telephony, Gamma SIP Trunks, Inbound services and Gamma Broadband to parallel its existing ISDN, PBX and Cisco Call Manager implementations.

The resulting solution delivers an estimated 50% savings in telephony costs, greater flexibility and significant control in the Cloud of inbound calls.

Crucially the new solution has also allowed Verint to enhance its disaster recovery and business continuity strategy that meets the strict, and in many cases legally mandated requirements of its clients.

Inbound has given Verint the ability, with a few mouse clicks, to redirect inbound numbers anywhere in the world.

Our Inbound secure Web portal allows Verint to easily and centrally manage sales calls to a distributed team based right across the EMEA region with IVR, redirection and voicemail together with total end-user device flexibility.

Alternative dial plans can be activated in a matter of seconds through stored profiles, redirecting hundreds of individual lines from users desks to one or more alternative locations. Such flexibility was previously impossible.

Demonstrable and proven recovery plans can now be developed, stored and executed at very short notice, allowing Verint's customers to meet their own targets for business continuity and those made compulsory by industry legislation.

Our SIP platform connects staff and engineers across the EMEA region reliably, helping them meet Verint's contractual support obligations while its scalability allows for continued business growth.

The success of our SIP implementation in the EMEA region is acting as a proof of concept for Verint's global adoption of the technology, extending the existing system by some 600%.

Benefits

- Estimated 50% reduction in telephony costs.
- Inbound can instantly redirect numbers to anywhere in the world.
- Sales calls centrally managed and distributed to teams across EMEA to various handheld devices with virtual call management features.
- Entire alternative dial plans can be deployed in seconds.
- Business continuity plans can be developed and rolled out at very short notice.
- SIP connects employees throughout EMEA region, with scalability to expand as required.

Interested? To find out more information on our products, call **0333 014 0111**