

German Telco Delivers Unique Customer Service Bonus With Telsis

Submitted by: The Sage Partnership

Friday, 9 January 2004

Customers of German telco EWE TEL are set to benefit from enhanced levels of service, capacity and resilience - all at no extra charge - following the addition of a second Telsis Ocean fastSSP switch to the operators network.

The switch, installed at a separate site, means EWE TEL can offer its value-added service customers the extra confidence of duplicate site resilience and redundancy together with additional load balanced capacity. It is charging no more for these facilities as they are regarded by EWE TEL as a service for customers.

At the same time EWE TEL is using the flexibility and ready programmability of the Telsis hardware to deploy a new Internet configuration portal for value added service providers. Together the two moves will bring new differentiation for both EWE TEL and its customers, according to the companys team leader for intelligent networks, Thorsten Thews.

We'll soon be offering a level of resilience on our value-added services that other telcos simply cannot match, he says. This is state-of-the-art technology being made available to our customers at no extra cost. We think our existing users will appreciate it and we expect to gain many new customers because of it too.

At the head of the queue, predicts Thews, will be service providers and call centre operators along with other, competing carriers eager to capitalise on EWE TELs new-found levels of network resilience.

EWE TEL has already signed its first customer, its parent organisation electricity company EWE, which will be exploiting the assured resilience to provide a 24x7 emergency telephone number for electricity customers as required under German legislation.

EWE TEL already handles 200,000 minutes of calls every day through its first Telsis fastSSP switch, installed three years ago. That experience helped inform the latest purchasing decision, says Thews.

We already know the advantages of working with Telsis and it is much less risky to stay with them this time around. It is a decision that has allowed us to become the only company offering these kinds of services, says Thews.

Others have tried but they have found it very hard to make the necessary changes. We found it very easy and very reliable. We have a trusted system that we know well and we simply dont want any other manufacturer.

With its headquarters, research and production site in the UK, Telsis (www.telsis.com) has sales and support operations in France, Germany, Italy, The Netherlands, Spain, Singapore and Australia. The company offers a range of carrier-grade infrastructure platforms, including intelligent SMS Routers, IN service control points, switches and advanced IVR solutions that support a wide variety of innovative value-added text and voice services. Telsis products are in use with major fixed and mobile network

operators around the world.

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