Invosys Case Study: Bespoke Portal Built for Australian Reseller

About Invosys's Client

An international reseller in Australia, familiar with Invosys's Number Manager from a previous UK business, was seeking a portal that would adequately service the Australasian market. Despite a thorough search, the reseller struggled to locate an inbound portal in Australia that could rival the functionality of the Number Manager platform by Invosys. For this reason, they approached Invosys with a unique request - to develop a portal that would meet the needs of resellers in their operating regions.

Challenges Solved by Invosys

The Australian market lacked a feature-rich inbound product. Complicating matters further, was the need to navigate multiple time zones across the region and source a portal that could be white-labelled. On top of this, the client needed a provider that could offer international numbering and routing solutions. Invosys rose to meet each of these challenges head-on, providing robust solutions that met the client's unique requirements.

Robust presence
across Australasian markets

The Solution

With the help of Invosys, the client was able to source the necessary hardware and network connectivity within Australia and host it locally. Once the hardware was accessible, Invosys deployed an internationalised version of the Number Manager as well as their core call processing platform. This solution met the territory-specific requirements and allowed for customised plan routing development, effectively serving all regions within Australia and New Zealand.

The features of Invosys's solution included:

› A fully white-labelled inbound platform featuring the company's branding

› Implementation of time zone support

› Area-based routing tailored for Australian and New Zealand regions

› Configuration of MoLI code

› A customizable white-labelled interface for enhanced branding opportunities
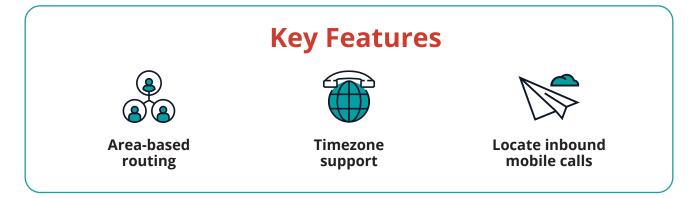
Realising Optimal Results with Invosys

As a result, the customer now enjoys all the features of the Number Manager inbound platform across international territories. The solution also provides international numbering and provisioning with the bonus of MoLI code configuration, which allows the Number Manager to identify the exact location of inbound mobile calls and route accordingly.

Here are just a few of the benefits realised by the client:

› **Enhanced Local Presence:** The client is now able to establish a solid local presence in the Australian and New Zealand markets.

› **Improved Customer Satisfaction:** Resellers are now able to offer their customers a feature-rich inbound platform with international numbering and routing solutions.

› **Timezone Management:** Seamless integration of timezone management, ensuring efficient call handling across different regions.

› **Global Connectivity:** Access to international numbering solutions, facilitating global connectivity for clients.

Key Features

Area-based routing	Timezone support	Locate inbound mobile calls

Does the Company Recommend Invosys?

The client unequivocally recommends Invosys for their exceptional ability to deliver tailored solutions that address specific market needs. Their expertise in providing a feature-rich inbound platform has not only enhanced the client's service offerings but also significantly improved customer satisfaction. The seamless integration of advanced features and global connectivity underlines the value that Invosys brings to the table, making them a trusted partner in the telecommunications industry.

Ready to Make the Upgrade to Invosys?

Contact Us

Mayfield Ave, Worsley, Manchester M28 3JF

P : 0161 444 3333
E : sales@invosys.com

invosys.com

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