

German Telco Achieves Savings And New Business By Deploying Telsis IN Technology

German regional telco M-net is now saving a six-figure sum in Euros a year and is able to deliver new advanced voice services to its customers following the addition of intelligent network (IN) platforms from Telsis to its fixed network.

The telco, which serves nearly 200,000 business and private customers throughout Bavaria, has effectively given a new lease of life to its legacy TDM and IP switches by IN-enabling them with the Telsis systems. As a result M-net is saving network transit charges and has been able to introduce a family of advanced, revenue-generating voice services.

“The Telsis systems are more than justified from the savings on transit charges alone. But to have all those other net-based services on top of that has let us make new things happen on the network that would otherwise be much more difficult to achieve,” explains M-net’s project manager for IN services Turgay Yoo.

Transit charges are a result of number portability. When subscribers move network but keep their number, telcos often route their incoming calls through the incumbent Deutsche Telecom, incurring transit charges in the process. The Telsis IN technology lets independent telcos route these calls directly. “We carry around a million minutes every day and saving just one tenth of a cent a minute on one tenth of those calls makes a strong business case for the Telsis platforms,” says Yoo.

But for M-net and its customers the real benefit of the Telsis IN foundation has been in the platforms’ simple programming environment and Web-based front end. Together they have allowed M-net to roll out a range of innovative services that are generating new business for the telco and providing its customers with extra value.

Among those services is one that allows local utilities to rapidly set up text-to-speech announcements telling their customers from the areas affected the cause and repair time of supply faults. Another lets M-net’s corporate customers route incoming call centre traffic direct to the correct agent. All the services are configured and managed through a simple Web interface onto the Telsis platforms which M-net customers can access.

“With the Telsis IN platforms we’ve been able to make new services available, improve others and react in a much more flexible way to customer requests. There isn’t another system that could do that,” concludes Yoo.

M-net is one of six German telcos using Telsis IN technology to add extra capabilities to legacy network infrastructure. Others include HanseNet, NetCologne and EWE TEL.

Telsis products are in use with major mobile and fixed network operators worldwide. The company has an extensive range of carrier-grade infrastructure solutions including SMS Routing and IN voice platforms, as well as media gateways for NGN and VoIP support. Telsis has a long history of enabling operators to benefit from the introduction of innovative value added services, and is now leading the industry in defining a new global standard for SMS service usability and customer experience.



Contact: pressoffice@telsis.com

Telsis Limited, UK

T: +44 (0) 1489 76 00 00

www.telsis.com