



Airas Intersoft is an international software development house specializing in packaged software and custom solutions for the actuarial and insurance markets, allowing quick launch of new insurance operations. The company is based in London and serves customers in emerging markets and developing countries in East Europe, Africa and the Far East.



Airas need to maintain constant communication with their clients throughout the entire life-cycle of pre-sales, sales, development, deployment, training and production support. This requires them to host international conference calls often up to 3-4 hours.

A robust and cost-effective phone system that would enhance their professional outlook and provide them with advanced conferencing facilities is thus a critical requirement for their business.



For more information on how VOIPLEX could help your business with voice solutions

Visit: [www.voiplex.co.uk](http://www.voiplex.co.uk)

Tel: 020 7100 8071

Email: [marketing@voiplex.co.uk](mailto:marketing@voiplex.co.uk)

## Business Requirements

- A reliable phone system to replace their existing ISDN based system
- Reduced charges for making large number of calls to their clients in Eastern Europe, Africa and Asia
- Professional voice conferencing capability
- Ability to retain existing incoming BT number
- Welcome message with automatic routing to the receptionist or to any other extension

## VOIPLEX Solution

- Fully featured externally hosted switchboard solution with up to 25 fully configured extensions
- 1p/min calls to UK landlines and to over 130 international destinations
- Unlimited and easy-to-use multi-party conferencing facility based on Polycom speaker phones
- Existing BT number ported to new system to retain identity without any business downtime
- Auto-answer facility provides a welcome message and routes incoming calls to a receptionist or to any extension
- High grade, symmetric broadband for enhanced reliability allowing up to 20 concurrent calls

## Customer Benefits

- Hugely reduced phone bills due to 1p/min charges
- Improved customer interaction for the entire software life-cycle and much reduced time to market via a comprehensive multi-party conferencing capability
- Improved responsiveness with customers who are able to contact staff directly by extension
- Full flexibility to install additional handsets and features without any business disruption
- Consolidated and itemised billing of all calls including reporting by groups of extensions
- Customer care helpdesk on all aspects including support, queries and training