

## CASE STUDY

### Cost-effective alternative to international calling

#### International Bridge Connect Solution from DSNL

The client is a well-known multinational e-commerce player with over 200 million customers world-wide.

#### Business Challenge

- Employees are required to stay in office beyond working hours to attend calls, because of time zone differences.
- Provisioning of ISD on employees' mobile phones/residential phones.
- Verification and reimbursement of call costs.
- Costs associated with international calls.
- Verification of call records from different operators and the lack of options for custom reports.

#### Solution Offered

DSNL proposed its International Bridge Connect Solution, configured with local toll-free numbers from two different operators. The system was configured to allow callers to reach the international bridge to conduct calls. A single billing system was introduced for better transparency. In addition, the system was setup with access numbers from a telecom carrier preferred by the customer. The client observed a marked reduction in telecom expenses.

### Summary

#### Customer Challenge:

- Increasing telecom expense due to International calling.
- Lack of control on provisioning of ISD facility in employees' phones

#### Solution Offered:

- International Bridge Connect Solution configured with local access numbers.
- Single, integrated invoice
- Access numbers from the customer's preferred telecom vendor.