



Case Study

End to End Development and Enhancement of VOIP solution on BroadSoft platform

Development and Managed Services

2019

➤ SUMMARY

Customer uses BroadSoft platform for their VOIP solution that releases patches and new versions from time to time. We implement those releases and update the VOIP solution to meet the API level requirement of the new release. Sagacity is also responsible for enhancement in features as per roadmap of client's solution to keep pace with the market. We also provide day to day support to client's business by making sure that the solution is running smoothly round the clock.

➤ CLIENT PROFILE

The customer is a VOIP service provider that offers broadband VOIP services for businesses, interactive voice response IVR and other related services.

➤ BUSINESS SITUATION

Customer was looking for a Development and Support partner with expertise on BroadSoft platform to bring in new features to keep pace with market competition. The customer was looking forward to taking advantage of the existing and upcoming features of BroadSoft to get a competitive advantage.

➤ KEY CHALLENGES

- 38 Applications to be managed and supported
 - Migration of data from one VOIP platform to another
 - Migration of data from one billing system to another
 - Fraud management was one of the high priority tasks
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➤ SAGACITY SOLUTION

Sagacity works on developing new products, new product launches, adding new and advanced features to the existing one, and other activities. We assist in implementing the platform updates and keeping the solution updated with

required API levels. We at Sagacity Software have focused on pre-identifying the problems and have taken proactive measures to avoid disruptions by implementing a notification system to notify to our client before customers escalate. Our team has been instrumental in setting up contemporary and more valuable billing model and communication platform.

➤ IMPACT

- We have provided integrated support to match up our client's requirements.
 - Changes and up-gradations have considerably reduced the operating cost of our client
 - Reduced time and efforts for new initiatives
 - Our endeavours have helped client's profit go up by 25%
 - Our Support team has helped client to deliver outstanding customer experience.
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