

mcn tele.com AG Selects Telsis IN Service Control

An Intelligent Network (IN) service hosting and controlling solution from Telsis is being deployed by German call routing specialist mcn tele.com AG.

The move to Telsis gives mcn a greatly enhanced ability to meet the current demands of its customers while simultaneously putting in place a technology platform able to support the development of new services.

mcn provides smart call handling for big business, offering call routing, IVR and other value-added services to a nationwide customer base of organisations with multi-site operations including banks, insurance companies and outsourced call centres.

Vendors were invited by mcn to suggest appropriate hardware for meeting its changing needs, and to prove an ability to solve in parallel a complex integration challenge. "We wanted the new NG-IN platform to give us more opportunities in terms of flexible services, but also to control centrally our approved TDM switch, our new IP-/soft switch as well as Asterisk IVRs," says mcn's CFO Dr. Klaus-Jürgen Werner. "Telsis technology has a strong reputation here in Germany and we had heard about the company's expertise in complex mixed protocol environments. It was a challenge that defeated others, but Telsis engineers configured and demonstrated a solution in just three days. Our choice was made."

mcn has begun a phased migration of all existing services to the Telsis solution, expecting to have completed the task by December 2009. "Now we're going to begin exploiting the extra flexibility. The Telsis solution enables us to offer more sophisticated IN solutions to our existing customers and to attract new ones with a compelling menu of services," says Dr. Werner.

Founded in 1999 and based in Bad Homburg and Frankfurt, mcn tele.com AG offers value-added service phone numbers, Internet, and e-business solutions including service access numbers, intelligent routing, audiotex, and call centre applications.

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.



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