

We can do that.



consilium1

Data Center & Networking: Quality of Service (QOS) Redesign Project

Time and again, our client was **losing** calls on their Voice over Internet Protocol (VoIP) system. After **multiple** rounds with their VoIP vendor, and no **success**, they reached out to us for **help**. We **identified** a **critical** flaw in the **system configuration**, and **corrected** it to **make sure** that lost calls were a **thing** of the past. | **Problem solved.**

Dedicated to providing project solutions that promote sustainable economic and human development, our client has provided environmental solutions in nearly every ecosystem on the planet. With more than 50,000 projects completed across 113 countries, our client improves the quality of projects while protecting the environment.

PROBLEM

Our client was facing several challenges:

- **Poor Service.** VoIP system was fraught with dropped calls and lost information.
- **Inefficient technology.** Existing infrastructure was ready to be updated.
- **Poor configuration.** Inefficient system design and configuration was contributing to service issues.

SOLUTION

consilium1 identified the issue and implemented a solution:

- **Identified and corrected critical configuration flaw.** Incorrect implementation led to a routing loop that disrupted service on multiple levels. c1 was able to identify and correct the configuration flaw that was overlooked on previous vendor service calls.
- **Updated technology.** Implemented industry leading technology to improve overall service levels.

RESULTS

This solution delivered for our client in several ways:

- **Significant improvement in performance.**
- **Significant decrease in lost calls and missing information.**
- **Complete, cost-effective solution.**

PARTNERS



For more information about c1, visit consilium1.com, call us 1-866-631-5494, or contact us at sales@consilium1.com.