Ensure High Quality Customer Service Calls

CHALLENGE

In the 21st century, millions of Americans—including lawyers, accountants, financial advisors, airline reservations agents, customer support specialists, and others—routinely work from their homes. In 2015, 24% of employees in the U.S. performed part or all of their work at home, according to the U.S. Bureau of Labor Statistics. Even more people are likely to work from home, as the size of the "gig" economy grows. Like their counterparts in offices, these workers need access to reliable, high-quality IP telephony and videoconferencing services.

Nearly 25% of employees work from home at least part of the time. SOHO voice services need to be reliable and of high quality.

Mark Guyer is a Senior Support Services Engineer for IPC Technologies. IPC is ShoreTel's No. 2 partner in the U.S. and is Platinum Certified for sales, installation and support. When Mark began his support job for IPC, he was living in the greater Kansas City area, far from any IPC office. He worked from his home office, spending his days online and on the phone helping IPC customers.

Unfortunately, the network performance in Mark's apartment building was poor. The building's owner had signed an exclusive contract with a local Internet Service Provider (ISP) for telecommunications services. The performance of the ISP's network degraded steadily as each day wore on, so that by midday, Mark's VoIP calls suffered from classic Quality of Service (QoS) problems. Choppiness and robot voice made conversations difficult to understand.

SOLUTION

To solve Mark's VoIP problems, IPC selected InSpeed Quality Service (IQS)™. IQS is a SaaS solution that moves beyond Software-Defined WAN (SD-WAN) — automatically optimizing network profiles even under the most changeable conditions. The system was designed from the outset for zero-touch deployment and lightweight

APPLICATION

High Quality Voice for SOHO Workers

ABOUT THE CLIENT

A provider of IT and communication solutions that help organizations become more agile, productive and profitable. IPC is based in Richmond, Virginia, has offices in 17 states, and has deployed more than 100,000 endpoints in Small and Medium-sized Businesses (SMBs) across the country.
www.IPCTech.com
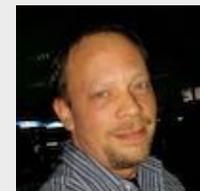
"After InSpeed was installed people told me that it sounded like I was in the next room instead of several states away."

Mark Guyer
Senior Support Services Engineer
IPC Technologies

management and consists of a proprietary cloud service and a small on-premises device. When an on-premises InSpeed Network Appliance is plugged in, IQS self-configures and automatically prioritizes network traffic.

InSpeed IQS moves beyond Software-Defined WAN (SD-WAN), automatically optimizing network profiles even under the most changeable conditions.

IQS ensures that interactive applications—including voice, videoconferencing and enterprise productivity solutions—operate with high reliability and minimal management over existing network connections. InSpeed optimizes network traffic for SMBs so that garbled speech, annoying echoes, video artifacts and unresponsive applications are a thing of the past.

Recognizing that IP telephony is essential for business, IQS is designed as a Voice First service, giving VoIP and other critical interactive services the priority they need to minimize latency and other problems affecting QoS.

RESULTS

IPC shipped an InSpeed Network Appliance to Mark, who set up the appliance within minutes (simply plugging in two cables and pressing the "On" button). His IQS service had already been configured before shipping. As soon as the InSpeed appliance was turned on, Mark's VoIP problems disappeared.

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By solving QoS problems with IP telephony and videoconferencing for Mark and other remote workers, IQS ensures that organizations always provide clear, professional-quality voice and video communications, even when employees are working from home. IQS enables remote workers to focus on solving problems for customers rather than troubleshooting or excusing poor audio or video quality.

Reliable, high-quality network services as a requirement for productivity in today's hyperconnected world. InSpeed Networks helps enterprises meet that requirement, enabling workers to achieve their full potential even when working at home.

Reliable Voice for SOHO Workers

IQS delivers clear, reliable voice services even over underperforming ISP links like those in Mark's apartment building. "The sound was suddenly as clear as a bell," he said. "People told me that it sounded like I was in the next room instead of several states away. Once I had InSpeed, all my concerns about choppy calls with customers went away," said Mark. "InSpeed worked like a champ."

Mark Guyer, Senior Support Services Engineer, IPC Technologies