

Case Study | SIP Trunk

“African major in e-commerce space count on SimbaNET for high-quality voice services”

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About Client

Africa Market leader in online commerce, marketplaces and classified websites and applications. Started in 2012 and quickly grown presence in over 20 African countries. The company further diversified into various online e-commerce services including but not limited to Electronics, Food, Travel, Beverages, Automobiles, Property, Jobs etc.

Requirements

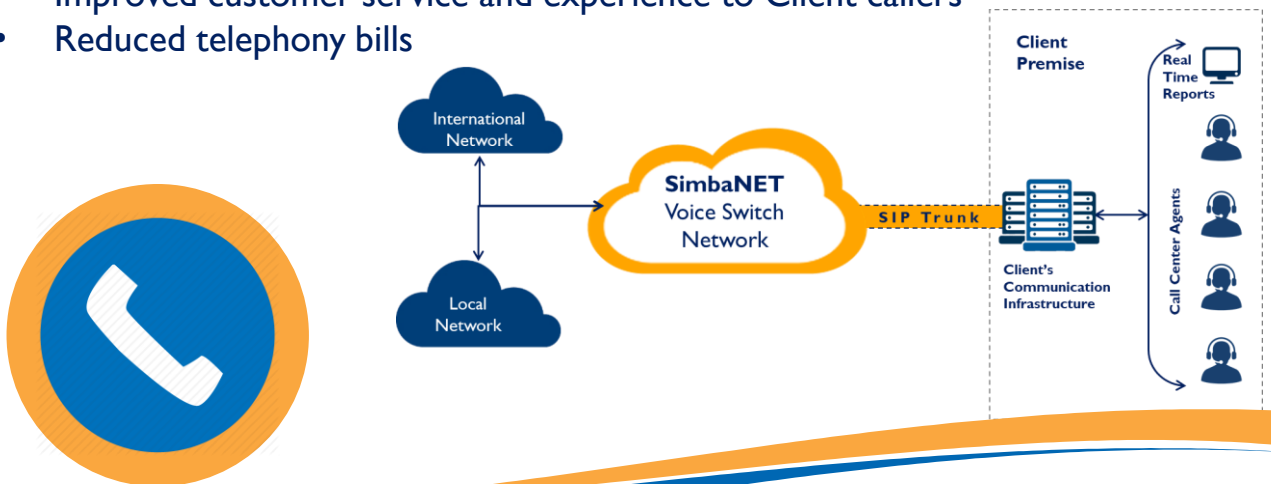
- High Quality Voice services with economical calling rates
- Enhanced Quality and Class of Services for effective management of bandwidth
- Real time visibility of performance reports

Solution

- SimbaNET implemented SIP Trunk solution.
- online portal for monitoring Calling Details Records (CDRs) for call made
- Provision of dedicated data link to guarantee the quality of the calls

Benefits

- Good quality and cheaper local calls
- Better control and monitoring of telephony bills through the online portal
- Improved customer service and experience to Client callers
- Reduced telephony bills



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