

About

Since it was established in 1976, Almere has been one of the fastest growing cities in Europe. This makes it a fitting location for the headquarters of Esprit Telecom, which is part of Ziggo / Liberty Global.

Esprit Telecom provides telephony, Internet and data services to business customers and not-for-profit organisations throughout the Netherlands. Esprit Telecom uses all the leading network providers so that at any location, it is able to deliver the best infrastructure and associated services to its customers. Employing more than 100 professionals in-house, Esprit considers that its predominant value proposition to customers is the cost effective provision of Unified Communications (UC) that enable continuity in business operations.

The merging worlds of mobile and fixed communication services, both voice and data, mean that companies need to embrace the possibilities that UC offers in order to achieve the collaboration that is required to stay competitive. In servicing this need, the mission of Esprit Telecom is to become the voice and data service provider of choice for SMEs in the Netherlands. Esprit can offer the stability of a large partner but is also small enough to work nimbly towards a solution and prides itself on the expertise it can offer in this complex field.

Background

Esprit wanted to ensure that its customers could get a satisfactory resolution of any issue that had been flagged, but without a customer needing to expend much effort after the trouble ticket had been raised.

“Prior to our engagement with SIPHON, one of the biggest challenges that we faced as a business was the need to improve our support desk so that we could provide better assistance to both our partners and end customers whenever they needed it,” said Bert Le Fevre, Team leader Voice, Esprit Telecom.

Le Fevre continued, “The fact that we needed key information to do our trouble-shooting meant that our customers were in a situation that was less than ideal: sure they wanted the issue to be resolved, but they didn’t want to lose productivity whilst a solution was being worked towards.” The deployment of OCOM at Esprit would get right to the heart of this key challenge.

Le Fevre highlighted the degree of clarity that it had been looking for in a professional solution provider, “we weren’t interested in a partnership that sugar-coated reality or wasted time in meetings and SIPHON interpreted our requirements perfectly.”



“Previously, it just wasn’t possible to use historical data to improve our service offering. It didn’t take long for us to realise that the solution from SIPHON would enable us to become significantly more proactive,” added Le Fevre.

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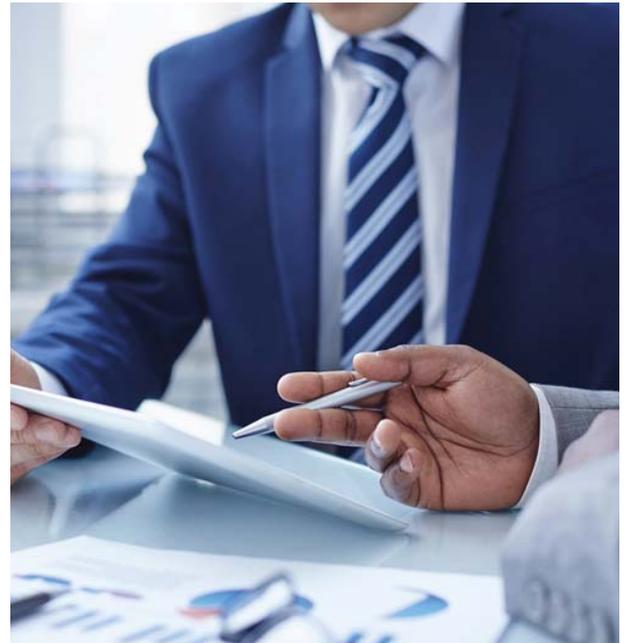
*Bert Le Fevre,
Team leader Voice, Esprit Telecom*

Solution

“SIPHON gave us good advice from the outset about what we could expect from the solution they would be deploying for us, which aligned our expectations with how it would all work in practice,” said Le Fevre.

SIPHON installed and commissioned the OCOM platform that Esprit had decided upon. In addition, Esprit opted for the support package offered by SIPHON. “Once OCOM was deployed, we were able to pinpoint where and when specific issues had occurred, so customer involvement was no longer necessary in the resolution process. Customers were delighted that this new capability freed them up to focus on their core business.”

The fact that the project roll-out tracked to expectations, led to further praise from Le Fevre, “SIPHON can be relied upon to deliver what’s agreed and deliver it on time too. Since our roll-out, I have frequently recommended SIPHON for this reason.”



Le Fevre went on to explain what he meant, “when you meet someone from SIPHON or have a conversation with them, you can tell a lot about how specialised they are in serving telcos and ITSPs across a wide range of solutions. You don’t have to say very much before they understand exactly what issue is at stake and begin to put things right. It really is quite unique.”

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As a result of the project with SIPHON there was a noticeable reduction in the time that Esprit engineers needed to spend trouble-shooting and resolving issues.

“In a nutshell, our decision to work with SIPHON versus another technology vendor or consultancy was based primarily on one key differentiator: their experience. Right from the beginning, SIPHON has been able to demonstrate that it’s the most experienced partner in the market for service assurance platforms like OCOM.”

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