

Solar Tours

Customer Success Story for Professional Travel Advisors

Overview



Solar Tours had outgrown their old PBX system and was investigating ways to increase their capacity to the PSTN, and integrate their main call center with those located at two remote sites. Solar Tours had a five year old Picazo DASH system, and wanted to replace it with a new VoIP system. The company also wanted to expand their call center to allow agents to be based remotely in home offices.

Solar Tours compared solutions from multiple suppliers that included Avaya, NEC, and Zultys. The company selected Zultys because it was the solution that helped them accomplish their primary goals while consolidating costs, improving agent functionality, and stabilizing their core network.

Benefits

Zultys delivered an innovative solution using the MX250 to provide productivity features such as Inbound Call Center (Advanced ACD), instant messaging, fax termination to the desktop, and advanced call control centralized at the main call center location. Each of the remote locations provides local PSTN access, least-cost routing, and fault tolerance for the main office by deploying an MX25. Both the main and remote sites selected the Zultys ZIP4x4 IP phone based on its high quality, PoE readiness, and ease of integration into and management through the MX250 administrative console. All sites migrated from expensive point-to-point T1 lines to a cost-effective, robust Internet-based VPN solution, where remote locations and users are served by a single MX250 at the main location. At the company headquarters, calls are received by 19 different ACD groups and are seamlessly distributed to the remote sites.

Customer Challenge	
●	Increase capacity
●	Toll bypass between offices
●	Improve agent functionality
●	Allow remote extensions
The Zultys Difference	
●	Easy expansion
●	Flexible least cost routing
●	Simple infrastructure
●	Fast deployment

Solar Tours utilizes the unique capabilities provided by the ZIP 4x5 IP phone, allowing remote workers to connect seamlessly over a secure VPN tunnel. This gives the company the ability to hire call agents who work from their home offices at locations throughout the US or anywhere in the world. The scope of this deployment is reflected in the fact that there are now Solar Tours agents working in such far away places as Brazil, Romania, and Mexico—all using the same communications network.

The system was installed by Etherspeak, a Zultys value added reseller based in Prince William County in Virginia. “Solar Tours is a wholesale travel and tour planning company and really wanted to invest their money wisely,” said Neil Darling, managing partner of Etherspeak. “With the Zultys solution, they expanded the capability of the system and saved \$2,000 a month on telco costs alone.”

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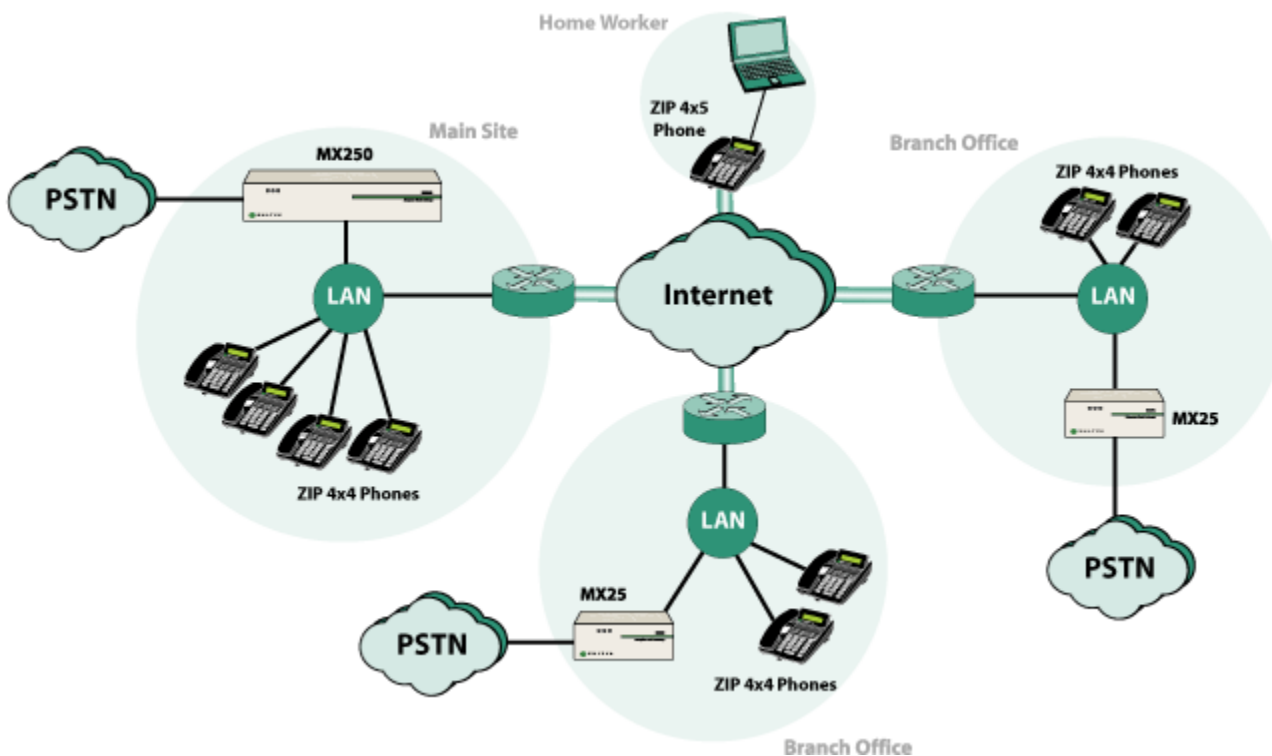
“Zultys’ rich feature set, ease of use, and open standards capabilities were the main factors in deciding to go with Zultys,” said Jamie Hardway, a solution engineer at Etherspeak. “Solar Tours is confident that their business will see an immediate return on investment through reduced operational costs and increased productivity.”



As a result of their Zultys deployment, Solar Tours is now rapidly expanding its business while improving customer satisfaction and reducing overhead. They accomplished all of this by consolidating recurring monthly telco costs, recruiting skilled agents who work out of home offices located anywhere in the world, and by utilizing the scalability of the system to quickly expand as their business needs dictate.

Installation

Solar Tours used the services of Etherspeak to install their 100 user IP telephony system from Zultys Technologies for their complete communications solution. They deployed an MX250 Enterprise Media Exchange at their main site, MX25s at the remote locations, ZIP 4x4 IP phones at the main and remote offices, and ZIP 4x5 phones for call agents working from home.



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The staff at Etherspeak, who are fully certified systems engineers for Zultys' products, were able to deploy the system over two days. Installation of the corporate site was effortless with streamlined configuration software of the MX250. The rollout of the remote agents across continents was also smooth, thanks to integration of a VPN client, router, firewall, and NAT in the ZIP 4x5.



About Solar Tours

Established in 1984, Solar Tours provides the destination insight travel counselors need in order to customize the vacation experience their clients demand so travelers return delighted and recommend their services. For more information about Solar Tours, access:

<http://www.solartours.com>

About Etherspeak

Etherspeak is a leading provider of innovative, best-of-breed, open-standard voice and video solutions. EtherSpeak designs robust converged network solutions with a targeted 6 to 12 month return-on-investment cycle. To learn more about Etherspeak, its products and services, access:

<http://www.etherspeak.us>

About Zultys Technologies

Incorporated in 2001, Zultys Technologies has its headquarters in Sunnyvale, California. Zultys designs and manufactures products that converge telecommunications and data communications for businesses. Zultys develops its hardware and software specifically to create products that deliver completely integrated solutions, allowing for ease of deployment, management, and use. These products support multiple languages and are based on open standards to ensure interoperability in any network. After installation, productivity increases and operating costs decrease. Zultys sells its products worldwide and has distribution in Africa, Asia, Europe, North America, Oceania, and South America. For more information on Zultys or its products, access:

<http://www.zultys.com>

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