

# ProVu wins Call Centre order with High Availability IP PBX



## ProVu, the leading UK VoIP Distributor and IITAC, their Rochdale based reseller, have won an order to supply NorthLink Ferries with a ProTalk SARK HA (High Availability) IP PBX for NorthLinks 50 seat call centre based at Stromness in the Orkney's.

NorthLink Ferries, owned by the Scottish Government, provide a lifeline ferry service to the outlying Orkneys and Shetland Isles, providing essential links for both commercial freight services and domestic travel. The NorthLink call centre operates seven days a week from 8.00am to 20.00pm providing essential up-to-date information on sailings, conditions and bookings.

With NorthLinks call centre based in Stromness and often subject to severe weather conditions, it can sometimes be a day or more before engineers can reach them to service the phone system. For this reason, reliability and remote serviceability were the key factors in NorthLink's selection of a ProTalk SARK 1000-HA, High Availability system together with Snom IP phones.

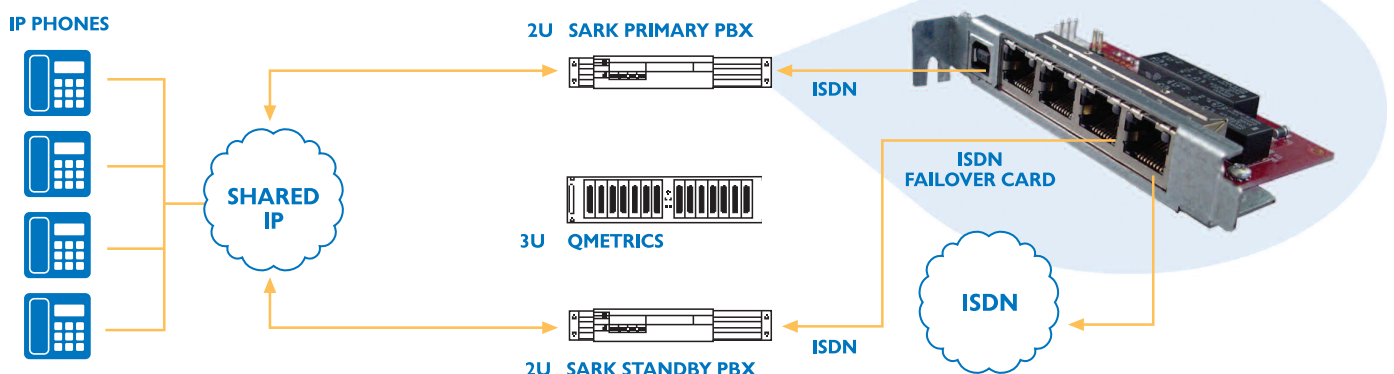
The ProTalk SARK HA system is based on twin servers with identical configurations and connected by a "heart-beat" mechanism. In the event of either hardware or software failure, the HA platform provides full automatic fail-over to the standby system without needing any external

input to either the PBX, IP phones or ISDN lines. Comprehensive testing of the platform has shown fail-over takes just eleven seconds to resynchronize both the PBX, IP phones and the ISDN30e circuits.

Ian Godfrey, Director of ProVu Communications, the exclusive UK distributor and systems integrator of SARK added, "To put this into perspective; if you were 'in-call' and the system took a hit, within the time it took to re-dial, the secondary system would be back automatically on-line". He concluded, "We know of no other, mid-range SIP or TDM system that can give this level of resilience at such an affordable price point".

The ProTalk SARK platform is unique in that it does not require any additional hardware such as channel banks or expensive shared TDM gateways to handle fail-over. Everything is catered for 'in-frame', including the TDM (PRI) 'fail-over' and 'fail-back', thus keeping hardware costs to an absolute minimum.

## ProTalk SARK High Availability in action



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# ProTalk Call Centre Package - Incorporating QueueMetrics Call Centre Monitoring Suite



Another NorthLink key requirement was for an advanced call centre package that would enable NorthLink to accurately analyse the call centre performance and provide detailed monthly statistics to the Scottish government.

QueueMetrics Call Centre monitoring software was chosen, primarily for its 'best-in-class' functionality, but also for its ability to run independently of the PBX platform plus its ease of integration with SARK HA. A small Call-Queue and CDR data gatherer runs on each of the HA servers, feeding the QueueMetrics' Analysis and Reporting Server. The result is that QueueMetrics itself imposes very little additional load on the PBX platform. Also, because the data gatherer is always active on both the primary and standby PBX servers, data collection continues to function even after platform fail-over.

For further information call ProVu Communications on 01484 840048 or visit our ProTalk website at: [www.protalk.co.uk](http://www.protalk.co.uk)

## Key points

- No channel bank required just 2 servers
- Fail over automatic in a matter of seconds
- In the time it takes to redial failover will be complete
- No other Asterisk system we know of can do this
- Legal requirement for Northlink to provide Scottish government with call statistics
- Detailed call / agent analysis
- Cost effective half the price of other systems
- Call centre statistics across distributed locations

## QueueMetrics call centre monitor



Above is an image of the Northlink Wallboard. All statistics displayed are customised and developed to show the specific information required by NorthLink Ferries. Our Call Centre Packages can be developed to show what ever statistics the customer requires.

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