

The customer is a South African Consulting firm providing a range of services to UK customers. The business relies heavily on the need for a seamless mode of communication between the UK and South Africa ensuring both quality and privacy.

TxRx Communications investigated their calling patterns, looked at their monthly running costs and proposed a custom solution for their needs.

This involved setting up pc-based soft-phones, routing calls over the internet to a customised 'virtual' PBX, hosted at one of TxRx Communications servers here in UK.

This service includes allocating direct dial phone numbers particular to the area where the UK business was operating. Outbound caller ID is set to these local numbers thereby ensuring a seamless pathway between the Consulting Firm and its customers. Voicemail service is provided, with individual mailboxes.

**Result:**

The Consulting Firm is now paying UK domestic rates for its phone calls, rather than international tariffs. The solution has roughly halved their monthly outgoings on voice calls.