



Vox Mundi Emerging VoIP Carrier in South-East Europe

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Customer Overview

Vox Mundi

Company Profile

An emerging VoIP carrier in South-East Europe, with 10 years of market experience and worldwide coverage of direct routes.

Customers Served

Enterprises, ITSPs, wholesale and calling card providers

Products offered

- Vox Mundi has interconnection ability via SS7, SIP, IAX and H.323 protocol.
- Hosted billing solutions on PortaOne platform with included guidance, education and support services.
- VoxOne added-value services telephony system
- Consultancy Services to new providers, or to partners that want to expand already established business.

Benefits

Wide range of Telephony services to support its customers and also partners. Including A-Z destination wholesale, hosted billing system provision to business development consultancy and services for start-up organizations.

Vox Mundi Telecom is emerging VoIP carrier in Croatia offering integral VoIP solutions and a dynamic A-Z Wholesale traffic exchange. In 2006, they started using Prime Carrier's MOST products to help them select the optimal routes for their traffic requirements. They have benefited by being able to identify lower rates for their destinations, which lowered their cost base and improved margins without further resource costs.

Situation

Vox Mundi is a VoIP telecommunication company and offers voice reselling and hosted billing services to Enterprises, ITSPs, wholesale and calling card operators. They are currently terminating about 15 MMpM with about 15 to 20 global suppliers, from whom they receive about 15 to 20 rate sheets every week. Wholesale trading is a big part of their business with margin the most important driver followed by quality. Vox Mundi have 30 customers, mainly other carriers in the Balkan region, to whom they issue a sales quote every month. Overall margin is maintained by controlling costs. They actively seek to identify and manage the destinations that provide the best absolute margin.

Solution

In late 2006, Vox Mundi selected Prime Carrier's MOST Dial Code and Rate Manager and MOST Sales Manager product to meet their business requirements. As all of Prime Carrier's software solutions are delivered in an 'On Demand' environment, with no on-site installation, the 'Go Live' time was dramatically reduced and Vox Mundi were able to start benefiting from the Prime Carrier solution.

MOST Dial Code and Rate Manager enables Vox Mundi to effectively and efficiently manage all the Rates sheets from their supplying carriers. All Rate sheets are quickly and easily uploaded into the On-Demand environment, using a 'One Touch' upload process, any code or rate changes are clearly highlighted, eliminating any exhaustive manual analysis. Using the latest Codes and Rates, a rate-based ranking plan is generated and exported into a MERA switch. This supports up to 8 carrier choices in the routing plan and is generated every 2 days based to ensure routing based on optimum cost and margins. MOST Sales Manager supports the entire Sales process between carriers allowing Vox Mundi to build Sales Quotes based on Cost and Margin rules for each of their 30 customers. These are aligned against supplied Target rates, with the Cost and Margin Management rules and a formal Price approval process preventing loss making routes to driving revenues and protect margins.

“Using our Mera MVTs switch and the PortaOne Billing platform without Prime Carrier’s solution would be a significant retrograde step, almost unimaginable for us. Mera is a switching platform and has no ability to choose best routes, it needs an input. PortaOne is primarily a billing platform and has only very limited possibilities to choose the best route. Both software products are working well, but for a complete solution require a third element to maximize the business benefits available.”

“Prime Carrier’s MOST software completes the overall solution with the third and perhaps the most important component of whole solution for us. We consider Prime Carrier’s software, to be the brain of the system, as the only piece of software element with ‘intelligence capabilities’ able to choose in a “bullet proof” way the best vendor to send a call to, which is then loaded into the the Mera switch as the routing plan it will follow. From this routing information we can then Invoice our customers against their traffic.”

 Hrvoje Suric
Sales & Marketing Manager
Vox Mundi d.o.o.

For More Information

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Benefits

The main benefits experienced by Vox Mundi include:

- Reduced time to identify available and suitable rates against dial codes
- Ongoing tangible impact on the organization’s operation expenditure (OPEX) as direct savings gained from rate management, reduced code mismatches and destination breakouts
- Ability to add interconnect partners without additional resource costs
- Overall traffic growth with reduced business risk, through improved management information relating to dial codes and available rates
- Ability to manage prevent loss making routes, manage and improve margin levels
- Increase in turnover, revenue and margin

Automated Rate Sheet Analysis

MOST Dial Code and Rate Manager provides the ability to import any rate sheet, extract and analyze the relevant data to ensure that any inconsistencies and exceptions are immediately identified. This reduces the manual processing of each received rate sheet from at least 2 hours to less than 5 minutes.

Improved Procurement Processes

Vox Mundi also found that MOST Dial Code and Rate Manager speeds up the whole procurement of voice traffic by allowing faster identification of revised rates and highlighting areas of opportunities where cost savings can be made leading to margin improvements. By ensuring that there is consistency in the data management and presentation, the number of possible errors in the data collection and analysis processes has been reduced and the risk of incorrect mapping of rates to destinations has been removed.

Increased efficiency from existing resources

Significant time has been saved by automating previously manual processes and this has allowed the staff to be more efficient and effective and have time to spend on other value-added activities for example adding more interconnect partner while maintaining the same staffing levels.

Holistic Price List Management

Vox Mundi is able to manage all elements involved in setting prices, including adjusting base costs to accurately reflect destinations offered and calculation of minimum & advised offer prices to avoid loss making routes. This delivers an unparalleled flexibility to incorporate a large range of attributes during price setting with user-defined rules.

Ability to safely scale

Being able to automate Rate sheet analysis and Routing plan generation has allowed Vox Mundi to not only identify lower rates for their destination, lowering the organization’s cost base and improving margins, but also increase the speed at which these improvements are implemented onto their switch without incurring addition resource costs.