

# Case Study

## Performance and Quality of Service Enhancements for Travel Agencies

### Overview

With a team of over 1000 travel specialists spread across the Middle East region, operating a network of over 100 IATA locations, and established partnerships with global travel partners; they provide the most comprehensive and specialized services in the travel industry.

Today, they are the largest Travel Company in the Middle East. With such rapid expansions comes challenges of rapid deployment, high service availability and network resilience.

### Challenge

The client had contact centers in the Bahrain, UAE and in Saudi Arabia. The client's current IP Telephony infrastructure was not capable of scaling up to the requirements of the Contact Centre – 24/7 monitoring, analysis and recording and a secured voice traffic between the offices. In addition, the client did not have any failover or backup to their main WAN connection.

### Solution

Kalaam provided the client with a Cloud based Contact Centre solution enabling a central monitoring window for their managers and supervisors to view and analyze the reports on real-time.

Recordings were stored in a central repository located in Kalaam's Data Centre in Bahrain. Voice traffic between their offices were provided through secured Global MPLS network. Kalaam's SD-WAN solution was capable of providing WAN optimization of the Global MPLS and Broadband WAN connections.

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