

TCN LEVERAGES VOXBONE'S GLOBAL NETWORK OF 60 COUNTRIES, INCREASING ITS INTERNATIONAL INBOUND VOLUMES BY 75%



TCN, a top provider of cloud-based call center technology, has teamed up with Voxbone to help offer its solutions on a global scale. As experts of user-friendly technology and 'always-on' platforms, TCN recognized the advantage of using Voxbone's web portal and real-time provisioning capabilities of DID numbers in over 9,000 cities. The partnership with Voxbone helped TCN not only expand the number of countries they could reach, but also cut down on carrier management and provisioning headache as well.

EXECUTIVE SUMMARY

Founded in 1999, TCN is a market leader in providing cloud-based technology for enterprises, contact centers, BPOs, and collection agencies worldwide. They combine their knowledge of the needs of call center users with a delivery model that ensures immediate access to their robust call center technology, such as predictive dialer, inbound/outbound, IVR, ACD/PBX, call recording, and business analytics. TCN's "always-on" all-in-one cloud-based delivery model provides their customers with immediate access to their technology, giving them the ability to scale the solution they need and adjust it as the business grows. With such a flexible offering promised, TCN needed a carrier partner that could help them deliver just that, and on a global scale. They realized, instead of entering into inflexible contracts with multiple international providers, they could leverage Voxbone's global network of SIP trunks, with coverage spanning 60 countries, and avail of the real-time provisioning of DID numbers.

SETTING THE SCENE

TCN is a provider of scalable cloud-based contact service solutions, both inbound and outbound. They provide the contact technologies for many organizations, with over 1000 clients in the collections sector alone. Their success is based on their simple business model that presents a cost-effective and easy solution to the traditional call center options. TCN's all-in-one cloud-based solution, means that all a business needs to integrate their offering is a PC and an internet connection.

The premise is easy: call center agents can log into their account online and, via TCN's technology, gain access to all the features they need to optimize their role, whether that's receiving calls from customers generated via TCN's strategic outbound dialer campaigns or responding to customer inquiries resulting from automated scheduled call back activities.

The real beauty of TCN's solution is that it is utterly adaptable to any size of organization. This ensures they are able to service a diverse pool of customers and is part of the unique model that they work to. As they began to grow, TCN faced the challenge of finding service providers that were able to give them the numbers they needed, flexibly, as they expanded their business into other countries.

To continue providing such a modern and adaptable service, they needed a DID number provider that could be as responsive to their needs as they were to those of their customers. That's where Voxbone had the answer.

Historically, TCN was based primarily within the US and relied on multiple service providers as they began to extend their business globally. As their coverage offering grew, so did the list of providers.

“ Each provider that we worked with served only a limited amount of countries. We had to create multiple accounts to reach the places we needed and maintaining that was becoming a nightmare! ”

Li Tiatia, Vice President of Asia-Pacific at TCN.

Voxbone provided TCN with the access they needed to the countries they wanted to target. It was especially effective when it came to focusing on the Asia Pacific market. With Voxbone's coverage spanning 55+ countries, there was no need to spend time managing DID numbers from different carriers.

The hassle of coordinating with multiple providers in order to add reach only added extra complexity when coupled with the slow provision rate. Each provider had a different time-frame in which they could comfortably provide numbers to TCN. Not only were the time-frames inconsistent, but they were also too slow. Once they made the decision to consolidate their international carriers and work with Voxbone, the real-time provisioning aspect had positive impact on their operations.

“ The experience with Voxbone has been tremendous. The way they're able to provide numbers to us in real-time and in such a customizable way has been very effective for us ”

Li Tiatia, Vice President of Asia-Pacific at TCN.

“ The support we receive as a customer is outstanding, with 24/7 support available if we ever need help. ”

DIVING INTO THE DETAIL

With Voxbone, TCN was able to leverage millions of phone numbers from more than 55 countries and 8,000 cities. These direct inward dialing (DID) numbers can be provisioned and configured in real-time, so no matter the requirements demanded of them, TCN could remain flexible. Voxbone converted all incoming calls from PSTN to VoIP and delivered them directly to TCN's IP service platforms.

Voxbone ensures call delivery in the cloud which worked well with TCN'S cloud-based services and expertise.

Voxbone's fully-meshed global VoIP network is built to fulfill the high expectations of rapidly growing contact center technology providers with a global customer base. With a convenient web-based administration portal to change number configuration and call routing in real-time, TCN was able to customize their solution to meet their needs, giving them full adaptability and support as they continuously meet fluctuating customer demands and expectations. Voxbone also supports local number portability (LNP) in more than 30 countries, making porting its customers' existing telephone numbers a dream, not a nightmare.

SUCCESS STORY

TCN's leading contact center technology services were given a substantial boost. Growth wise, Voxbone allowed TCN to increase its International Inbound volumes by over 75 percent last year which complemented the rapid expansion of their Cloud Inbound Voice Solutions globally serving increased customers in EMEA, Asia-Pacific and North/South America regions, with immediate plans to expand to Africa very soon.

Voxbone is the primary carrier for all of their international volume as well as providing support to their legacy carriers in the US, Canada, Australia, New Zealand, Ireland and Singapore.

“ Now we're able to offer our inbound services internationally with speed and ease ”

Li Tiatia, Vice President of Asia-Pacific at TCN.

“ Voxbone has ensured our business continuity as we expand while providing quality numbers and excellent customer service. ”

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TCN — COMPANY PROFILE

Category:	Cloud Contact Center Provider
Type:	Private Held
Founded:	1999
Key People:	CEO: Terrel L. Bird
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Headquarters:	St. George, Utah, USA

ABOUT VOXBONE

We are Voxbone: the market leader in providing virtual local phone numbers (often referred to as DID numbers). Our services make it simple for cloud communications providers, international carriers and enterprise contact centers to extend the reach of their voice networks quickly, globally, and economically. We deliver high-quality DID numbers from more than 60 countries and over 9,000 cities around the world. Our geographic, mobile and toll-free numbers can be ordered in real-time via our web portal or an API. We are the only operator of our kind, with our own number ranges, telecommunications licenses and a global private VoIP backbone. Our happy customers include: Telefónica, Deutsche Telekom, Orange Business Services, NTT Communications, 8x8 Inc., InContact, Serenova and Skype. Want to know more? Come and check out our website at www.voxbone.com, read [our blog](#) or follow us on [LinkedIn](#), [Twitter](#) or [Facebook](#).

ABOUT TCN

TCN is a leading provider of cloud-based call center technology for enterprises, contact centers, BPOs, and collection agencies worldwide. Founded in 1999, TCN combines a deep understanding of the needs of call center users with a highly affordable delivery model, ensuring immediate access to robust call center technology, such as predictive dialer, inbound/outbound, IVR, ACD/PBX, call recording, and business analytics required to optimize operational efficiencies and business performance. Its “always-on” all-in-one cloud-based delivery model provides customers with immediate access to the latest version of the TCN solution, as well as the ability to quickly and easily scale and adjust to evolving business needs. TCN serves various Fortune 500 companies and enterprises in multiple industries including newspaper, collection, education, healthcare, automotive, political, customer service, and marketing.

For more information, visit <http://www.tcnp3.com> or follow on [Twitter @tcn](#).

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