



Company Name: Taratel Communications Ltd. trading as Indigo Telecom

Project Title: Cloud-based telephony

Enterprise Ireland Innovation Voucher

The key staff in Indigo Telecom have a wealth of telecom industry experience both at strategic and operational level. The management team has held executive responsibility for Sales, Operations and Technical Product Marketing, both in Ireland and overseas.

Initially Indigo Telecom functioned solely as a telecom products distribution company focussed on customer and special purpose applications. However with the growth of Broadband in recent years and the wide array of deployment options open to user organisations - Indigo Telecom has added a set of Installation Project Management options for small and multi-branch businesses.



PROBLEM TO BE SOLVED

Indigo Telecom had identified that the traditional market (for wired telephone systems) was declining and there is a need to enhance their service offering in order to exploit new opportunities. Fortunately, developments in telecommunications technology – particularly cloud-based hosted telephony – are providing new opportunities within the existing SME customer base.

The intent of this project was to create a specification for a product offering that makes cloud-based telephony very attractive to SMEs, supported by a service that helps Indigo Telecom to understand, analyse options, and make decisions on deploying this technology in their businesses.



HOW GATEWAY DELIVERED SOLUTION FOR INDUSTRY

The gateway research team produced a technical requirements and an architectural design report on how best to implement a proof of concept of the cloud-based telephony system. The report showed how a new cloud-based telephony product could include re-billing, custom configuration, reporting, recording, flexible routing and other service management options as required by an SME. The report also should how to include 3rd party API's into the cloud telephony platform



IMPACT FOR THE COMANY

Indigo Telecom has to hand a set of key technological ingredients which allows them to go out into the market place with a new telecoms product offering and assists them in moving away from the traditional, less profitable side of their telecoms business