Vip Metronet Business Solutions Case Study

Vip Metronet Business Solutions Deploys Metaswitch to deliver Best-In-Class Business Services for Croatia

Executive Summary

Vip Metronet Business Solutions is Croatia's leading provider of business communications services. After rigorous testing and evaluation, Vip Metronet Business Solutions replaced its existing vendor products and selected Metaswitch as the platform for its business communications services. The deployment of Metaswitch has delivered a highly scalable and reliable platform delivering a range of innovative communications solutions. This, coupled with Metaswitch's management solution and user experience, allows Vip Metronet Business Solutions to deliver best-in-class service to its growing customer base.

About Vip Metronet Business Solutions

Metronet was established in 2005 with the aim of meeting the complex communications needs of Croatian businesses with a goal of becoming the leading provider of communications solutions and services for its country's corporate customers.

In 2016, Metronet was acquired by Vipnet, the second largest telecom operator in Croatia. In less than a year, a new brand, Vip Metronet Business Solutions was launched and began serving telco and ICT solutions for business customers in Croatia.

Vip Metronet Business Solutions aims to deliver an exceptional level of dedication to its customers—providing them with flexibility to manage their own service, but also available to supporting them as managed service provider.

This commitment has been rewarded by having acquired over 30% of the market from the incumbent provider with the highest (by far) Net Promoter Score among all providers in the country.

Upgrading Vip Metronet Business Solutions Communications Platform

In order to continue its growth and customer support ambitions, Vip Metronet Business Solutions knew its choice of network vendor partners was critical. When its existing voice and interconnect suppliers were unable to offer a compelling roadmap or commitment to their products, it decided to explore a change.

What commenced was an intensive evaluation in which Metronet rigorously vetted potential vendors based on their features and user experience, as well as the level of support that could be expected. Recalls Sasa Pavlek, head of voice platform, "What particularly impressed us initially, was that our own stress testing even exceeded the high availability Metaswitch had reported for its application server and SBC."

With Vip Metronet Business Solutions' focus on customer flexibility and support, it also needed to have the tools to be able to effectively diagnose and

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troubleshoot its network. Metaswitch's "tightly integrated solution offered outstanding network management," claims Pavlek. Service Assurance Server (SAS) tracks and stores detailed diagnostics for calls across its network. These detailed call traces enable Vip Metronet Business Solutions to diagnose many common configuration, network and interoperability problems, improving service levels while also saving them time and money.

In total 90,000 subscribers were successfully migrated to Metaswitch.

From a services standpoint, Metaswitch was able to deliver everything its old platform could do and much more – allowing it to strongly compete and win versus the platform deployed by the incumbent provider. In addition, it liked the possibility to develop its own end-point packages to deliver unique experience no matter what phone its customers were using. When recommending Metaswitch, Pavlek, claims, "Overall, Metaswitch simply delivered the best price-to-performance of all the platforms we were considering."

Vip Metronet Business Solutions made the decision to cap its existing voice platform and implement all new subscribers on Metaswitch. According to Pavlek, "we were able to quickly stand up a hybrid ATCA and virtualized Metaswitch platform in a matter of months. They also provided us with the tools to help extract subscriber data from our legacy platform and map it to its provisioning system so we could quickly migrate customers from our former platform." In total 90,000 subscribers were successfully migrated to Metaswitch.

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Today Metaswitch powers full featured SIP Trunking and Hosted Unified Communications solutions that are well-integrated with a variety endpoints and third-party applications like Call Recording. Metaswitch's user-interfaces enables an outstanding user experience backed by its outstanding support and operational analytics. This experience has been rewarded in Vip Metronet Business Solutions results and independently recognized. According to Pavlek, the Croatian regulatory board reported that Vip Metronet Business Solutions solved 95% of customer issues within 1.7 hours, while others averaged 60 hours to achieve that same service level.

"Our experience with Metaswitch has been excellent," asserts Pavlek. "We look forward to a bright future serving the Croatian business market with Metaswitch as our partner."