versatel

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Sector

Telecom Service Provider
- Carrier
- Business Customers
- Residential Customers

Versatel – one of the leading Telecom Service Providers

Versatel operates a 50'000 km spanning regional fiber network including der 32 largest cities in Germany. The company consistently pursues a multi-segment strategy. Tailor-made communication solutions are offered to demanding customer segments.

"With the XCarrier platform, we work at least six times faster as before and as precise as a Swiss watch".

Carsten Sinn
Key Account Manager
Versatel AG

Versatel selected XCarrier from Carrier Call to gain competitive advantages and to optimize its wholesale and B2B business at the same time

In 2008, Versatel's Carrier-Voice-Department re-organized its purchasing and sales units. A powerful and professional set-up was to replace old and outdated processes and tools. Versatel used a demanding international bid-process and selected the XCarrier-platform provided by Carrier Call GmbH. Carrier Call not only met the diverse technical requirements but also convinced Versatel through personal engagement as well as with the passion to serve its customers like Versatel on a long-term basis. The XCarrier-platform was licensed and is operated in one of Versatel's datacenter. With the help of Carrier Call's Professional Services team, the application was installed and configured in record-speed. The seamless integration into the existing Billing solution, the various Carrier-Switches as well as into the recently added New Generation Network (NGN) was a primary goal. Carrier Call always listened carefully to precisely understand the complex requirements. Carrier Call impressed Versatel through the consequent and fast implementation, based on its technical expertise and guidance and ability to solve emerging challenges.

Versatel handles the basic XCarrier operations, supported by Carrier Call's «Extended Service» with its dedicated and named contact. The competencies of both partners are combined to allow the operation of the current wholesale- and corporate customer business in the most optimal and focused way. **XCarrier covers all variable and complex requirements of the interconnected carriers and can be adapted and controlled very flexibly through local customizations – no programming activities by Carrier Call required.** The XBilat- and XRating modules are also part of the XCarrier-platform; these modules provide the Versatel-team with daily actual information to validate the voice-volumes as well as the associated money streams. Any deviations from contractual agreements are now recognized immediately and can be corrected before having commercial impact. Different users access the various XCarrier analysis options adapted to their personal needs and preferences, through user-friendly adaptable graphical interfaces or number oriented tabular views.

The resulting gains in time and accuracy of processes produced by the high degree of automation supported by XCarrier, like the direct control of network elements through the application, **allows the Versatel teams to focus on much higher valued activities like the interaction with and support of their wholesale and corporate customers.**
Wholesale customers as well as various internal Versatel departments highly appreciate the greatly enhanced level of data transparency and report quality since the launch of XCarrier.
The interaction of all parties involved made it possible to reach or even exceed the high expectations set in the delivered data and its timely availability

The competitiveness and the commercial results of Versatel in the German telecommunications-market have been sustainably increased by the use of XCarrier. Keeping this competitive edge makes the end-to-end service from Carrier Call essential for Versatel.