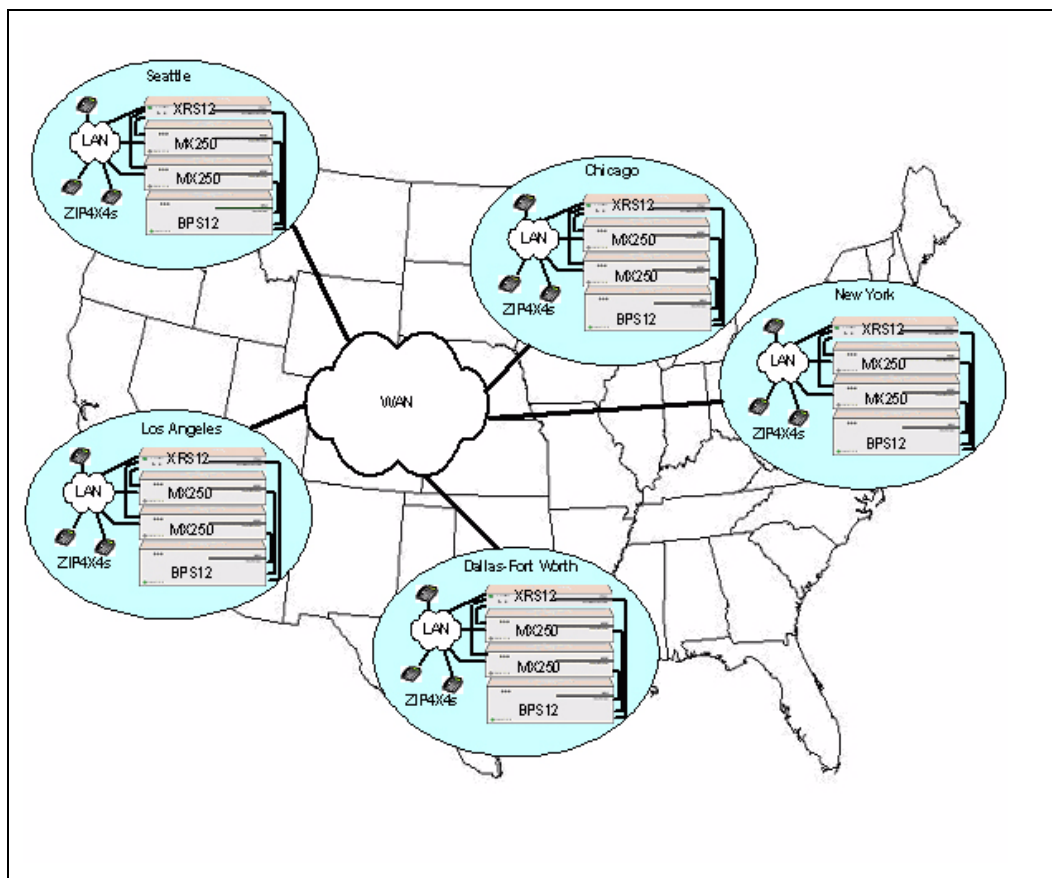


Thai Airways

Customer Success Story for International Airline

Overview

Thai Airways International Public Company Limited has five ticketing and customer service locations in the United States. After reviewing offerings from multiple vendors, they chose to replace their legacy Avaya PBXs with VoIP equipment from Zultys. The company has standardized on Zultys equipment to create a seamless VOIP solution across all locations.



Zultys Technologies

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Installation

Thai Airways installed at the main site an MX250 cluster with a BPS12 and XRS12 for full redundancy. ZIP4x4 phones and soft phones were deployed on the desktop of the users within the office. The same configuration is deployed at four other sites. All five sites are connected with one another over the WAN so that all 300 employees can seamlessly communicate among all offices. They connected telephony services to a SIP based service from Global Crossing to reduce toll charges for overseas calls from the USA to Thailand.



Benefits

Thai Airways made extensive use of the built in auto attendant and inbound call center option for their customer service department. They were easily able to configure how each call was routed based on the time of day so that a live agent could answer the call. For example, when the New York office closes for the day, they route all their incoming calls to the queue in Los Angeles. This allows them to reduce their staffing needs and increase their hours of operation.

They were especially impressed with the ability to configure the auto attendant to use text-to-speech for announcing real time flight time and departure information. They are now able to answer ticketing and customer service calls 24/7.

By using SIP trunking for routing calls over the Internet, they were able to reduce their internal long distance charges by over 60% each month. The company is expecting a full return on investment within twelve months based on this saving.

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About Thai Airways

Thai Airways International Public Company Limited is the national carrier of the Kingdom of Thailand. It operates domestic, regional and intercontinental flights radiating from its home base in Bangkok to key destinations around the world and within Thailand. Thai's rise from regional airline to a world-recognized company with global links is a tribute to the far-sighted vision of its founders. It is a fascinating saga of local initiative and strategic partnerships that enabled Thai to grow quickly, yet comprehensively in an ascent best compared to the flight path our aircraft on take-off. For more information access:



<http://www.thaiair.com>

About Zultys Technologies

Incorporated in 2001, Zultys Technologies has its headquarters in Sunnyvale, California. Zultys designs and manufactures VoIP communications products sold to businesses, enterprises, governments, and military organizations. Zultys develops its hardware and software specifically to create products that deliver completely integrated and converged solutions, allowing for ease of deployment, management, and use. These products support multiple languages and are based on open standards to ensure interoperability. After installation, productivity increases and operating costs decrease. Zultys sells its products worldwide and has distribution today in over 115 countries. For more information on Zultys or its products, access:

<http://www.zultys.com>

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