



“ We’re delighted with the Solutions11 platform. It’s got more functionality than we’ll ever need, the installation and training were painless and crucially, it’s configured to work in alignment with the way the company operates. It’s made a real difference to our operation”.

**Paul Cowham - MD
Sotaconnect**

The Customer

Sotaconnect provides voice, data and internet services to a wide range of private sector businesses and public sector organisations. The company was set up in 1988 and operates from a research center in the Kent countryside, some 40 miles from central London.

The Requirement

Despite having their roots in traditional telecoms and CPS ‘minutes’, Sota recognised some time ago, the increasing importance of VoIP. They wanted to establish a foothold in this rapidly expanding marketplace and so set about investigating potential platform providers.

Having researched the available alternatives, Sota realised quite quickly that most did not possess the functionality that they had been seeking. They also found the fact that the majority of software was open-source rather problematical. They then contacted Solutions11.

The Solution

The reasons Sota decided to work with Solutions11 were basically twofold: Firstly, the platform is flexible, scalable and easy to operate. Secondly, our strategic partnership with US security specialists pbxnsip ensures that best-in-class SIP-centric security is embedded within the platform for ultimate peace of mind.

Sota have been running with the new platform, fully branded in their own livery, for some 6 months now and it’s proven to be extremely robust. At the time of writing, they hadn’t dropped a single customer call.

Providing their substantial customer base with hosted telephony proved a logical extension to Sota’s portfolio. The additional ‘cross-sell’ opportunity that the platform represents has given the company a competitive advantage and with session border controllers and a billing engine included at no extra cost, becoming an ITSP proved to be a lot less expensive than they had previously assumed.