

American Holidays

Company

American Holidays is part of TUI Travel PLC, a leading international leisure travel group which includes Thomson Holidays, First Choice Holidays and many other major tour operators.

We operate in the two locations Dublin and Belfast with over 120 staff between the locations, providing specialised holiday packages mainly in Ireland.

Requirement

American holidays wanted to provide a robust Voice and Data platform with high resilience for both locations. The Solution had to be capable of handling newer SIP technology on an existing traditional Avaya Voice Platform. This meant SIP enabling (changing from older type lines to new) while maintaining voice quality and allowing other business data functions to be performed simultaneously.

American Holidays approached Clear Connections to design and implement a sophisticated multi-site and multi-jurisdictional solution mainly providing inbound contact centre for up to 200 users, while maintaining their existing Call Centre environment.



Solution

Clear Connection in conjunction with Colt Technology Services installed and implemented 2 large data pipes in Dublin and Belfast. Once installed we created and built the required SIP connections at both sites with failover. In order to connect the Avaya Call Centre (2 x Digium SIP Gateways) capable of handling 150 simultaneous calls were added and the Solution rolled out without band downtime for the Client.

This Solution has been in place since March 2015 without failure to date.

Multiple SIP Diversity also meant that no single point of failure was built into their network.

- Multi-Site Flexibility
- Maximum Resilience
- Reporting/ Web interconnects
- Scalability
- Drive Cost Savings
- Improve Staff Efficiency
- Improve Customer Experience



Clear Connections produced a total communications solution within budget saving on the Line rental and expensive Avaya upgrades.

American Holidays have been clients of Clear Connections since - 2000.

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