

K N Networks

Company

KN Group is a leading Telecommunications, Civil Engineering, Rail and Power Company with operations in Ireland, UK, Africa and the Caribbean. KN Group has an outstanding track record for growth and development of their business. KN Group employs over 2,500 employees with an annual turnover of £200 million.

Our Future

Their focus is to become a world class leader in delivering innovative and robust solutions internationally.

Requirement

K N group required a robust Voice platform with high resilience and reporting capability throughout their group. This included the deployment of Contact Centre features throughout including Call recording and Fraud prevention within a multi-site environment (Currently 9 sites), meant that a flexible approach to delivery and deployment is essential.

Solution

From the outset Clear Connections worked closely with the technical and key management drivers within K N Group to build a Private cloud (Within the customers Data centre) On their site) with Dual failover throughout.

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 design based around the Splicecom SV1000 platform, built on multiple VM Ware and hardware. Full reporting suites meant that scheduled automatic reporting and Realtime information was available to Supervisors and managers.

K N Networks have been clients of Clear Connections since 2008.

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