

Customer Success Stories
TelCo Switch and Route Monitoring
Cordia Corporation, USA



Cordia is a global communications provider of traditional wireline and Voice over Internet Protocol (VOIP) technologies. Their services include: Bundled Local, Long distance, International, and Toll-Free Calling Services, Voice over IP, Shared and Dedicated DSL, International Phone Numbers – Magellan, Wholesale and Agent offerings.

Switch and Route Monitoring

A Monitoring system was implemented by integrating and collecting data from Voice Switches, Billing Platform, CRM and Voice Carrier Routes.

24x7 Monitoring and Call Center support setup is launched. Support and Escalation policies and procedures are implemented and are still in place since last two years.