



Customer Case Study

Excel Telecommunications: *Finding the Best E911 Solution for VoIP*

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Steve Weltner
Director Product Development
Excel Telecommunications

Company profile

Excel Telecommunications (www.excel.com) is a leading facilities-based IP provider of traditional and next generation communications products and services to global carriers, end-users, resellers and distribution channels.

Business situation

Excel recognized that in order to move into the VoIP market, a 9-1-1 solution was necessary, but the ability to stay focused on their core business was equally important. They needed a next generation solution that could easily scale and support their solid growth strategy. They wanted to fully outsource the 9-1-1 process, including required updates resulting from regulatory policy developments, in order to keep driving other vital business initiatives.

Additionally, it was important to be able to route 9-1-1 calls without having to implement any network infrastructure or work with more than one provider. “We wanted the ability to interconnect effectively without any capital expenses,” says Steve Weltner, Director of Product Development for Excel. “We found that most providers required a multi-step approach where we had to deal with two entities for the database and the network.”

Their potential 9-1-1 provider also had to be flexible in connectivity options, especially as pertained to upgrading public safety answering points (PSAPs) to Enhanced 9-1-1 (E9-1-1) as customers require.

Solution

In April 2007, VIXXI-Link, VIXXI’s fully-managed 9-1-1 solution, was integrated into Excel’s VoIP service offering. The VIXXI-Link solution provides an integrated web-portal that supports E9-1-1 for nomadic and fixed VoIP users. Also, the portal

provides real-time address validation against multiple databases for quick provisioning timelines, easily supporting subscriber growth.

The solution also offers dynamic geospatial routing, an industry first, which calculates the best PSAP route at the time of the call as determined by up-to-date x,y coordinates.

VIXXI-Link also meets the objectives of the Next Generation 911 vision, ensuring that Excel is prepared for inevitable 911 technology standards.

Results

By implementing VIXXI-Link, Excel was able to relax knowing that their 9-1-1 requirements were covered and that VIXXI would keep them abreast of any changing regulations.

Without capital expense, Excel quickly realized the efficiencies and cost-effectiveness of the IP-based solution due to a fast implementation. Weltner says, “VIXXI gave us a clearly defined process and we were able to easily and affordably implement the solution. We began using the service within 30 days of contract execution.” Also, Excel was pleased by the ease of having to manage only one vendor, “We went with VIXXI because they are a one-stop shop for total 9-1-1 fulfillment and they offer the flexibility to meet our growing needs.” Excel’s growth in SIP Trunking service subscribers has more than quadrupled since their implementation of local service with 911, and VIXXI has been there to facilitate their success.

VIXXI was also able to help Excel work with the unknowns that cropped up throughout deployment. For example, Excel was implementing VoIP service in a Chicago PSAP jurisdiction that did not yet have E9-1-1. VIXXI had the capability of quickly and effectively working with the independent PSAP on an as-needed basis to open up enhanced service for that market, as required by a customer who had a critical need for E9-1-1.

