

# Transforming BPO Operations with Tailored Network Solutions

One of Colombia's largest BPOs, this organization employs thousands of agents in a hybrid work setting. At their central datacenter location, they host their voice services (delivered via VoIP) and run their customer relationship management solution and information systems. They required solutions that would enable them to streamline their operations and integrate seamlessly with their customers' systems.

## Challenge

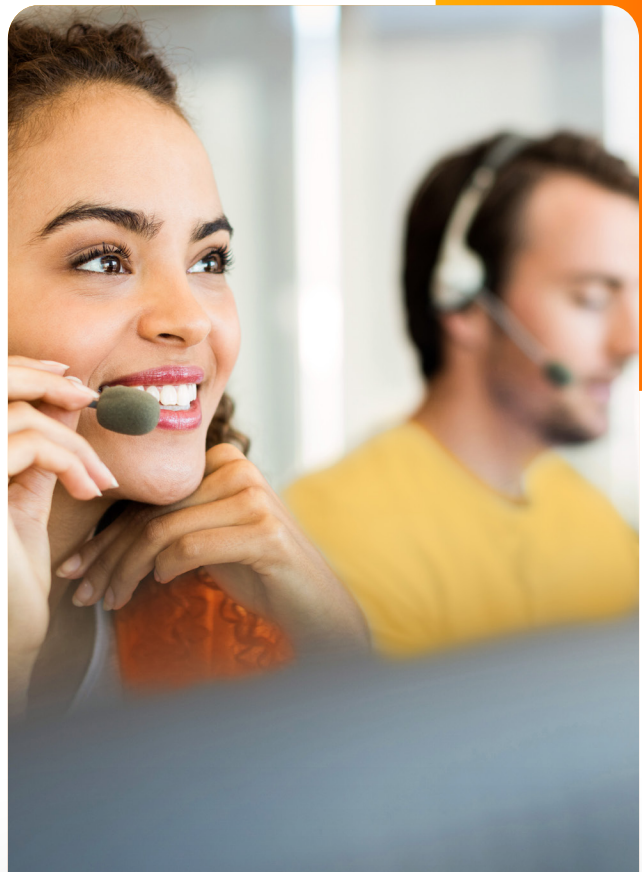
Struggling with issues plaguing their existing network infrastructure, this leading BPO sought to improve availability, reduce latency and minimize routing hops. The goal was to improve the customer and agent experience by eliminating lag and the need to wait for the system to load in the midst of a call.

Given that the nature of their business also required them to securely integrate with some of their customers' backend systems, their new connectivity solution also had to allow for custom routing configurations.

## Solution

To address these challenges, Liberty Networks provided them with a robust network solution tailored to meet their specific needs, revolutionizing their operations and boosting their performance in the long run.

Our solution included 10 GB capacity to connect to their datacenter location that includes a fully-redundant topology, ensuring 99.9% availability. With this in place, their customers' data transport requirements are now fully handled, access to applications and data has been accelerated and the voice/communication experience has been transformed.



**A tailored network solution delivering streamlined operations for one of Colombia's largest BPOs.**

The added flexibility of this new network solution enables them to connect to their customers' back-end systems securely. Their customers and agents have since noted a significant improvement in their voice/communication experience, resulting in improved customer satisfaction and higher agent productivity that has helped them differentiate in their market.