ATLAS IP
ATLAS IP ALIEVES CLEARFREIGHT CONCERNS ABOUT UCAAS DEPENDABILITY AND QUALITY WITH VXSUITE

The Relationship

ClearFreight is a global company that specializes in import traffic, air & ocean export, customs brokerage, cargo insurance and automation services. As a global company with employees world-wide it is imperative that their network and voice calls are rock solid.

The Challenge

Nick Prosser with Atlas IP contacted the Telarus engineering team to help with ClearFreight's network. ClearFreight was actively discussing a new UCaaS system from Atlas IP for their multi-site business.

Like most customers, the most significant concern was network stability. ClearFreight was already dealing with multiple sites where users reported slow internet. This caused a clear loss of productivity with cloud-based applications.
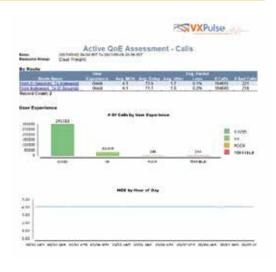
The causes of many of these challenges were unknown. Further, the team was struggling to get data to identify their sources. ClearFreight needed answers to their existing problems before they could even consider adding a new UCaaS system to the mix.

The Solution

Atlas IP worked with the Telarus engineering team and determined the VXPulse toolset could gather relative data from key devices within ClearFreight's network and suggested a full network assessment over multiple locations. This included:

- A network assessment using the VXPulse toolset.
- Bandwidth utilization, traceroute, ping and availability reports
- Test voice calls between customer's locations using the VXPulse toolset that captured and reported Jitter, delay, packet loss and MOS score.

During the assessment, VXPulse collected bandwidth utilization, uptime, constant pings and traceroutes, along with generating many VoIP simulated test calls. The test calls captured any jitter, delay or packet loss. Step one was to observe network utilization and the follow up with test call data. Below is a summary of the test calls and how the network handled the load.

The Outcome

After a full network assessment using VXPulse, Atlas IP and Telarus engineers analyzed the data and isolated the issue to one location. VXPulse made it clear that there was significant and excess traffic coming through one of the core switchports. This information was relayed to Clear-Freight's IT team. They quickly found and corrected the issue.

ClearFreight was so impressed with the network assessment and the VXPulse product, that they decided to purchase the UCaaS system from Atlas IP AND purchase VXPulse for ongoing monitoring and maintenance across ALL their locations!

"We won the UCAAS opportunity and VXPulse network assessment was a huge factor in making it happen. The deal was about $4,600 with RingCentral and will be growing by about another 100 phones and more monitoring sites in the next few months."
Nick Prosser, Atlas IP