

CASESTUDY

Telecom & Connectivity

Background

Enhancing Connectivity for
a Multi-Location Enterprise

Client Overview

A growing enterprise with over 15 branches across India faced frequent disruptions in communication and poor internet performance, affecting operations and customer service.

Challenge

- Unstable internet across locations
- No centralized telecom support
- High call drop rate and network congestion

Solution

- Databytes consulting tech implemented a unified Telecom & Connectivity solution:
- MPLS-based network across all offices
- Dual ISP strategy with auto-failover
- PRI Line for seamless voice communication
- 24/7 telecom support with a centralized dashboard

Outcome

- 99.9% uptime across all sites
- 40% improvement in call quality
- 60% reduction in internet-related downtime
- Fully scalable connectivity setup for future branches



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