

Caribbean Networking Solutions Ltd.

Case Study



How a Caribbean-based systems integrator combats rising PBX-based call recording costs for its customers.

OVERVIEW

This Trinidad and Tobago based systems integrator sought an affordable, open, full-featured and easy to use call recording solution to meet the needs of its customers who could not afford the high costs of the call recording modules offered through their PBX vendors, including Mitel, Cisco and Avaya.

“Mitel, for example, offers a call recording solution, but it automatically encrypts the voice and requires specialized decryption equipment which is too expensive,” said Brian Browne, Founder of Caribbean Networking Solutions.

The company selected OrecX. “It’s a very good product, it’s easy to understand, doesn’t require much training, has very attractive features; and good packaging, support, technical implementation and sales resources.”

“We did a Google search for call recording solutions and came across many. We chose OrecX because it had the right mix of out-of-the-box simplicity, price and a good overall strategy.”

**Brian Browne,
Founder of Caribbean
Networking Solutions.**

SOLUTION

Caribbean Networking Solutions has several OrecX installations with customers in the region, including a local electricity commission (using Mitel 3300 IP PBX) and a leading automobile rental/leasing provider (using Cisco Call Manager Express and 3CX). These businesses use OrecX to capture customer calls for compliance and quality assurance purposes.

The openness of the OrecX recording platform makes it easy for the systems integrator to implement OrecX into its customers' environments.

RESULTS



Able to provide an affordable solution to customers during COVID and beyond



It is easy and profitable to install and support its implementations

CONCLUSION

“OrecX offers our customers significant savings over PBX-based recorders, and it looks good and is easy to train on. Plus, PBX recorders also often require expensive vendor support contracts, which our customers can't afford.”

“We like that we are able to offer customers a viable, affordable and full-featured recording option during these uncertain times. It also helps us compete for business in the region.”