

Hosted PBX Solution Offers YAXXA Successive Business Operations



Founded in 2016, YAXXA is one of the most trusted Unified Communication solutions providers in South Africa (SA). The company strives to be the backend support system by presenting dynamic, modular, smart, and influencing solutions through innovative technology offerings.

Radically, YAXXA aims at connecting the business world with a wide range of tech-savvy solutions that incorporate Cloud PBX, Unified Communication, IoT, Connectivity, and many more. No matter where and which clients they serve, they strictly adhere to their distinctive approach; Unique, Modular, Collaborative. YAXXA was operating successfully; however, the company suddenly started encountering the challenges.

AT A GLANCE

YAXXA

Use Case: Hosted PBX Services

Industry: Internet Telephony

Country: South Africa

Website: www.yaxxa.co.za

Challenges

- Customer management on multiple servers
- Application stability and scalability
- Usage of multiple applications
- Discrepancy in billing
- Auto provisioning of phones
- Dissatisfactory technical support
- Higher total cost of ownership

Solution

- Multi-tenancy helps in managing multiple customers on a single server.
- Easily scalable to 10000 extensions and 1000 concurrent calls on a single server.
- All-in-one: PBX, CRM integration through API's and Click-to-call, billing and payment gateways integrated.
- Inbuild prepaid and postpaid billing with automatic invoicing.
- All major brands of phones supported for Auto Provisioning.
- 5 star rated technical support

Results

- Easy customer management
- Ease of data synchronization and higher data security
- Comprehensive & accurate billing
- Customer issue resolution time reduced by 28%
- Higher customer satisfaction
- Lower total cost of ownership



"We love the fact that the system comes fully loaded with plenty of amazing features and the HoduPBX Team is always willing to assist in adjusting things to your requirements, whether it be changes to current features or adding your requirements to their road map. The experience with HoduPBX has been great, the support team is always available to help at a moments notice and the team any fixes are done fast and efficiently."

- Aswill Horn, Chief Information Officer, YAXXA

Highlights

Resellers Served

20

Avg. Seconds per Call

90

Tenants Served

367

Avg. Concurrent Calls

75

Avg. Calls per Day

28000

Total Extensions

3200

Avg. Calls per Hour

2500

Up time

99.99%

Stumbling Blocks

First and foremost, the company faced issues with customers' management on multiple servers. The increased number of clients and the rise in the usage of multiple applications made the scenario more critical.

Application stability and scalability was a major challenge for YAXXA. Moreover, the unified communication solution providers confront discrepancies in billing, along with issues in the auto-provisioning of phones.

Gradually, YAXXA came close to the higher total cost of ownership and dissatisfactory technical support to their clients.

While searching for the right solution to overcome the technical flaws in their system, YAXXA came into contact with HoduSoft - a leading business VoIP solutions provider. HoduSoft proactively collaborated with YAXXA to understand the use case so that they can offer the best possible solutions to troubleshoot YAXXA's concerns.

Surmounting The Challenges

HoduSoft prepared the blueprint of the overall scenario and presented the solutions for YAXXA. With a step-by-step, systematic approach, HoduSoft

suggested its IP PBX product - HoduPBX, which was the most competent solution for the issues YAXXA encountered.

HoduSoft commenced upon resolving its primary challenge for customer management on multiple servers by providing a multi-tenant system that efficiently manages multiple customers on a single server. The solution also improved the scalability and stability of the application that allowed managing more than 10000 extensions and over 1000 concurrent calls on a single server.

After that, the all-in-one solution with HoduPBX resolved the firm's all the significant issues. The CRM was integrated through APIs, which offered ease to record customers' details. The Click-to-call facility within the system presented a more straightforward process for the extensions to assist the customers quickly.

Besides, the payment gateways are also integrated into the system for secure and speedy payment transactions.

Furthermore, the inbuilt prepaid and postpaid billing module allows YAXXA to proceed with the clients' accurate billing details through automating invoicing. "We majorly eliminated discrepancies in the billing which was one the main challenges we encountered".

As HoduSoft's IP PBX solution is compatible with major brands of IP Phones, Yaxxa's customers could choose their preferred device for communication through Auto Provisioning.

Solutions That Commanded Business Expansion

Consequently, YAXXA could manage streamlined operational functions with improving client satisfaction through the HoduPBX software solution. They can now smoothly manage customers with the ease of data synchronisation and higher data security.

The integrated CRM through API's and Click-to-Call allowed them opportunities to deliver personalized call experience to potential customers. The automated billing solutions completely resolve their chief concern with the disparities in billing.

Using HoduPBX, they are now embracing 100% accuracy in the billing, making the end-users even more satisfied. Additionally, customer issue resolutions time reduced by 28%. Today, YAXXA is smartly and efficiently managing the business with enhanced customer satisfaction and lower ownership cost.

As their business is going well in South Africa with HoduSoft's IP PBX Software, YAXXA expanded it's hosted PBX business with HoduPBX in New Zealand, and next inline is UK.

About HoduSoft

HoduSoft is one of the well-known VoIP solutions providers in India since 2015. With a dedicated approach towards developing world-class solutions and a wide array of products, HoduSoft ensures the best returns on technological investments. Till now, HoduSoft has served 200+ customers in 31 countries spread across 6 continents.



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