

## CASE STUDY

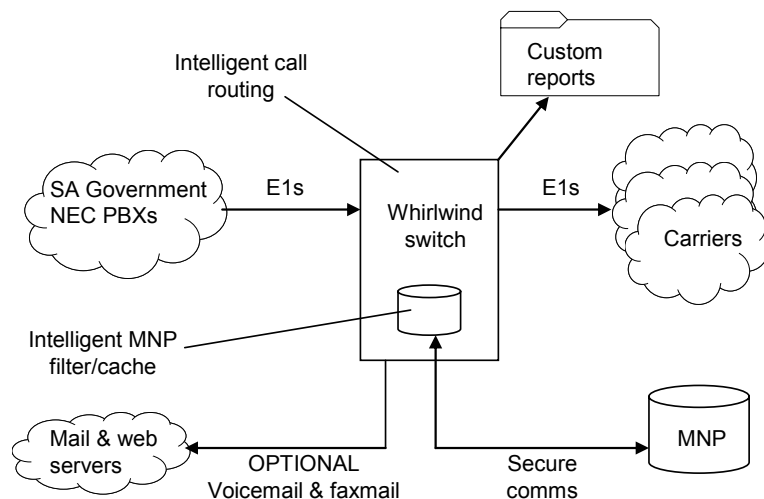
# Government Mobile Call Costs Reduced 55%

Like many businesses across the world today the Government of South Australia are increasing becoming a more mobile workforce and with this mobility comes the increased mobile call traffic and associated costs.

Each department within the government have their own budgets however many business units are dispersed across multiple physical sites and although phone use policies can help contain costs the workers do still have to make phone calls to get their job done.

Most of the Government sites are connected by a private network that routes voice and data traffic to two main nodes; one in the CBD and one in an inner suburb.

Due to price differential from carriers, significant cost savings could be achieved if calls to mobiles were routed via the carrier that the particular mobile was subscribed to at the time. Such call routing needed to take mobile number portability (MNP) data into account to achieve this including mobile services that churn between the various carriers.



The system deployed was a least cost routing switch based on Aculab Prosody cards and Whirlwind telephony software. The switch sits between the government NEC PBX environment, one of the largest NEC installations in the world outside of Japan, and the external carriers, processing the majority of outbound calls for whole of government.

Whirlwind communicates remotely with the Australian MNP data and routes calls based on the appropriate carrier for each mobile phone.

An intelligent filter cache of the MNP data provides continual service in the event of an outage or planned maintenance event of the external communications with the live MNP data.

Each server is scalable to 32E1 and multiple servers are added as required. Smaller low cost systems can also be deployed at satellite sites if needed.

The government set out to achieve a 10% cost reduction and ended up with a net saving of 55% off their phone bill, gaining payback on the investment in under 2 months. Other Whirlwind features such as voicemail and fax mail can also be activated to provide an even higher ROI.

See Whirlwind at [www.skunkworks.net.au](http://www.skunkworks.net.au)