

CUSTOMER SUCCESS STORY

Akabis Meets Customer Demand with OrecX Call Recording



Founded in 2009, Akabis provides wholesale VoIP telephone services to resellers who use Akabis to offer voice services to their end customers.

Challenge

“We had a customer who was looking for call recording, and since we are a Metaswitch shop we looked there first,” said Mark Wiles, VP of Engineering for Akabis. “They were just too expensive, so we looked at other options and everything was too pricey and not carrier grade.”

“Ideally we were hoping to find a recording solution that was cost effective enough for us to productize beyond our initial customer installation.”

Solution

Akabis found OrecX and saw it as both very affordable and carrier grade. The company offered it to the specific customer who needed it, and it worked well for them.

“The product works and is very affordable,” Wiles added.

“We were looking for an affordable, carrier-grade call recording solution and we found one in OrecX. I can now say for sure that I am a raving fan of the OrecX product and customer support!”

Mark Wiles
VP of Engineering for Akabis

DETAILS:

- **Solution:** Oreka TR (Total Recording)
- **PBX:** Metaswitch
- **Customer Type:** Business VoIP Provider

Success

“OrecX met our customer’s needs, and they were very pleased.”

“The OrecX product has definitely been relevant in terms of landing customers who needed call recording.”

A huge fan of Metaswitch’s support, Wiles also commented on how pleased he is with OrecX customer support. “I consider Metaswitch’s customer support to be the best in the world, and I can honestly say that OrecX is right on par with them. Any time we have had an issue, we have received the support we needed right away and everything is always done correctly the first time.”

Following the successful initial customer installation, and because OrecX is both affordable and carrier grade, Akabis now offers call recording to its resellers for them to white label as their own.

