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Alpine Access Expands Network Reach with VoIP Local Service from Global Crossing

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Alpine Access, a provider of customer contact solutions using the home-based employee model, is easing their network expansion, penetrating new markets and delivering superior customer service with Global Crossing's converged IP services.

Global Crossing's VoIP Local Service is being used by Alpine Access to expand the reach of their network and to support a rapidly growing agent workforce. Recently named one of the fastest-growing large private companies in Colorado by the Denver Business Journal, Alpine Access recently announced that it plans to add 500 employees in the Miami, Fort Lauderdale and Tampa, Florida markets.

Alpine Access' "work-at-home" agents can receive calls from customers via Global Crossing's VoIP Local Service by simply calling a local telephone number. Global Crossing's voice network accepts the call from the public switched telephone network, converts it to IP and transports it to its final destination through Global Crossing's MPLS IP-based network.

Global Crossing's VoIP Toll Free service also enables agent's to access the call center's VoIP network. Customer service agents will be able to handle caller inquiries more effectively as connections are streamlined between Global Crossing's network and Alpine Access' Web hosting facility.

"Alpine Access' home-based employee model has rapidly surfaced as the preferred customer care option for companies that want to communicate their brand quality to each customer on the phone. We support major brands, such as J. Crew, Office Depot and 1-800-Flowers, in addition to large financial services and travel organizations," said Rick Owens, vice president of technology for Alpine Access in a statement on Monday. "As our rapid growth continues, we need a solution that will help us bring our business model to new markets. Global Crossing's

network reach, broad VoIP portfolio and extensive VoIP experience is helping us continue to deliver superior customer experience to existing and potential clients.”

According to Mike Toplisek, senior vice president, enterprise sales, Global Crossing, Alpine Access’ business model has attracted widespread attention from both customers and job applicants. Global Crossing’s IP network and comprehensive converged IP services portfolio position the company as one of the few service providers in the US that can offer a VoIP direct inward dial service on a national scale. This network reach is proving to be crucial to the growth strategy of Alpine Access and their foray into new markets.

Traditional contact centers face the consistent burden of delivering high-quality service to customers while also driving down costs. While VoIP has been a cost-effective alternative for many organizations, call quality and security slowed adoption in many industries. Contact centers have just recently begun realizing the benefits that they can receive from this technology.

Alpine Access has gone one step further by employing the benefits of VoIP and the benefits of home-based contact center agents. By employing home-based agents, the company is not limited to the talent available in just one geographic area and they can save considerable overhead costs that can be passed onto customers.

Alpine Access has found a great mix by combining the benefits of Global Crossing’s VoIP and home-based agents and customers are likely to enjoy the results.