

maXecurity

The Next Generation of Web Access Management

Telecom Firm Surpasses Compliance Hurdles, Cuts Expenses

QTel Solutions is one of the largest telecom firms in New York. With a customer base of 10,000 businesses, QTel must keep costs down in order to compete with other CLECs (Competitive Local Exchange Carriers).



Analyzing Current Expenses

After several strategy sessions, QTel determined that the largest (and growing) area of expense was around its paper bills. Besides rising printing and mailing costs, a large percentage of its customer service calls were due to bill-related issues.

Migrating to Electronic Billing

The ideal solution for QTel was to move its billing system online. This would allow customers to view their bills electronically as well as submit questions to customer service representatives online. In addition to reducing expenses, it gave QTel the ability to present itself as a “green” company by reducing the amount of paper it used every month for bills.

Regulatory Hurdles

QTel hit a major stumbling block with its solution: new FCC regulations regarding Consumer Proprietary Network Information (CPNI). Government regulations require telecom companies not only to protect their customer data, but to also prove that the data is protected.

Developing its own system for auditing as well as securing its customer bills was too complex and cost-prohibitive to design, implement, and maintain without hiring and managing a dedicated development team.

The maXecurity Solution

QTel deployed two low-cost, all-in-one maXecurity appliances from P2 Security. Installation, one-time configuration, and integration were simple due to maXecurity’s proxy-based architecture, which works with any web server on any platform. In addition, no new staff was required to manage the product due to its intuitive web interface and delegated administration capabilities.

With the maXecurity solution, QTel’s costs have dropped significantly, and customer satisfaction has increased. In addition, QTel is ready for its next audit with maXecurity’s on-demand reporting features.

For more information on this case study, or to learn more about maXecurity, please visit www.maXecurity.com or contact P2 Security at (888) 877-7272.

Synopsis

The Challenge

QTel needed a way to offer customers access to their bills online. Strict FCC requirements make controlling and auditing this access extremely complex.

The Solution

By integrating two maXecurity™ appliances, QTel quickly brought its billing system online. “Integration was quick and seamless, and I am now able to provide evidence of my compliance during an audit with the click of the mouse,” says Charles Khabbaza, president of QTel Solutions.

The Benefits

QTel has cut mailing and customer service personnel expenses by putting its system online. Security concerns are mitigated by using the maXecurity appliance. During a recent audit by the FCC, QTel was able to easily prove its compliance with FCC regulations regarding customer privacy by generating an on-demand report from the built-in auditing interface.