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VoIP Conferencing Solutions Provider InterCall Using Ditech's Voice Quality Solution to Improve QoS

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InterCall, a subsidiary of West Corporation and one of the best-known conferencing service providers in the world, is reportedly using Ditech Networks' (News - Alert) voice quality solutions to enhance voice quality on its VoIP network.

Specifically, InterCall (News - Alert) is using Ditech's industry-leading Voice Quality Assurance (VQA) solution to reduce, if not eliminate, voice quality impairments, including ambient noise and echo, in addition to restoring lost packets that can result in clipped or choppy speech. The solution is deployed on Ditech's Packet Voice Processor (News - Alert) (PVP) platform, which provides a high-density, high-performance foundation for processing a large number of calls.

"IT organizations in corporations around the world are attracted to the low cost of VoIP, but are unwilling to compromise voice quality as conference services are deployed across the enterprise," said Rob Bellmar, vice president of global production infrastructure at InterCall, in a press release. "Superior voice quality on conference calls is a requirement for our customers and partners. By deploying VQA on our VoIP network, InterCall can support lower costs and higher quality for calls placed over both TDM and IP networks."

"Consistent voice quality on conference bridges is a non-negotiable requirement for all users," said Todd Simpson (News - Alert), president and CEO of Ditech Networks. "Ditech worked closely with InterCall to protect their users against the most challenging voice quality impairments in IP networks, and InterCall's decision to deploy VQA worldwide is strong validation of the importance of voice quality in the conference industry."

Founded in 1991, InterCall offers advanced audio, event, Web and video conferencing solutions that are easy-to-use and save time and money. One of the world's most used conferencing service provider, InterCall offers a team of more than 500 "Meeting Consultants," and employs more than 1,500 operators, customer service representatives, call supervisors, accounting, marketing and IT professionals.

For more information, visit www.intercall.com and www.ditechnetworks.com.