



Kalaam Telecom  
Case Study

## ■ WHO IS KALAAM TELECOM?

Kalaam Telecom was the first alternative and fully-licensed telecommunications provider based in the Kingdom of Bahrain and is now the second largest Internet Service Provider (ISP) for businesses. They offer advanced voice, internet, data, and other value-added services to business customers.

2nd

Largest ISP

17%

Market share

3,000

Customers

150

Direct routes countries

24/7

Customer care support

100

Employees

## ■ KALAAM TELECOM NEEDS

To find a secure and highly reliable remote desktop tool to provide effective support for over 3,000 corporate customers.

## ■ SOLUTION

Remote desktop, live chat and web conferencing software included  
Unlimited number of workstations  
Unlimited number of operators  
Unlimited number of clients

## ■ BENEFITS

High reliability  
One remote support software solution for all employees  
Multiple-platform support  
Option to record all sessions



[www.kalaam-telecom.com](http://www.kalaam-telecom.com)

## ■ THE FIRST ALTERNATIVE TELECOMMUNICATIONS PROVIDER IN BH

Kalaam Telecom launched its operations in 2005 and since then it has served both small and medium enterprises as well as large corporations across different industries in Bahrain.

Kalaam offers a full range of products to enterprises including data networking solutions, managed services, collocation, cloud services and a comprehensive suite of voice products. Kalaam's network is a state-of-the-art Next Generation Network (NGN) deployment, capable of supporting both traditional and non-traditional voice traffic. With direct interconnections to more than 30 operators worldwide and direct routes to more than 150 countries, Kalaam Telecom continues to provide the best alternative voice and data services in the region. Besides serving the commercial business community in Bahrain, Kalaam has a well-established line of retail products that provide the most innovative, and cost-effective solutions making communication accessible and affordable to anyone.



## ■ WHY ISL ONLINE

**The remote desktop solution Kalaam Telecom was looking for, had to meet three essential requirements – it needed to be highly reliable, offer a guaranteed safety and have a recording option for all sessions that could be stored in the organisation.**

In order to offer prompt support - whenever necessary - to over 3,000 clients, Kalaam Telecom needed to provide a highly reliable and effective remote support solution. Further, they needed a solution that would allow technical support to remotely control all of their employees' computers from one place and at the same time be able to meet the organisation's high security standards. "We were looking for a secure and highly reliable remote desktop solution that would allow us to store all of our recorded session data in the organisation," says Hasan Al-Hayki, Head of Operations at Kalaam Telecom.

“After a recommendation from a trusted colleague, we decided to try out the ISL Online remote desktop solution. We were immediately convinced that this was the right remote desktop tool for our organisation.”

**Hasan Al-Hayki**, Head of Operations, Kalaam Telecom

Furthermore, one of the most practical features offered by ISL remote desktop is live chat application, which allows Kalaam Telecom to stay in contact with their clients. "Sometimes our clients are unable to reach our contact centre over the telephone. In this case, the client is able to contact us with a simple click on the chat button on our website. Our clients are very pleased to have an option to reach us via multiple channels," says Hasan Al-Hayki, Head of Operations at Kalaam Telecom.

## ■ BENEFITS ISL ONLINE BROUGHT TO KALAAM TELECOM

Key benefits that Kalaam Telecom has noticed since implementing ISL Online remote desktop solution are:

- High reliability and maximum security
- Multiple functionalities
- Full independence and control over the system
- One remote support software solution for all employees
- Multiple-platform support
- Option to record all sessions
- Huge increase in productivity
- Guaranteed safety and privacy of the clients' data

“With the help of the ISL Online remote desktop solution we have been able to improve our already efficient customer service.”

**Hasan Al-Hayki**, Head of Operations, Kalaam Telecom

## ■ ABOUT ISL ONLINE

ISL Online is one of the pioneers of the remote desktop control industry. Since 2003, ISL Online has been providing cloud-based (SaaS) and on-premises (Server License, Private Cloud) remote support, remote access, live chat and web conferencing solutions to over 300,000 businesses across 100 countries, with Japan being the strongest market. ISL Online allows users to access and control any Windows, Mac or Linux computer in seconds from any computer or mobile device or to provide ad hoc technical support to mobile device users. ISL Online has been developed by XLAB, a software development company headquartered in Europe, with offices in Slovenia, Switzerland, the UK and the USA. Visit ISL Online at [www.islonline.com](http://www.islonline.com).



# TRY ISL ONLINE

The first 15 days are on us.

