

# Defne Mobile VPN

Empowering Mobile Network  
Operators with Advanced  
**Mobile Virtual Private Network  
(MVPN)**





## Overview

Defne Mobile VPN (MVPN) is a state-of-the-art telecommunications solution designed to help Mobile Network Operators (MNOs) deliver enhanced corporate communication services to their enterprise customers. By integrating mobile phones with local desk phone functionalities, Defne MVPN enables MNOs to offer value-added services such as short dialing, call control, and direct connectivity. Built on SIP and IN-based call control methods, Defne MVPN ensures seamless and efficient communication for enterprises, helping MNOs differentiate their offerings.

In addition to facilitating internal communication within enterprises, Defne MVPN also empowers businesses to manage incoming calls with customized IVR scenarios, ensuring that customer inquiries are handled efficiently and professionally. Furthermore, the solution includes a centralized client repository, enabling enterprises to maintain a comprehensive database of client contacts, and offers click-to-call functionality for quick and easy outbound communication.





# Key Features for MNOs

## 1. Short Number Dialing

- **Internal Short Numbers:** Enterprise employees can dial colleagues using short numbers (3-4 digits), similar to office extensions.
- **Unique Corporate Scope:** Short numbers are unique within a corporation, ensuring unambiguous call routing.

## 2. Hunt Groups

- **Flexible Call Distribution:** Calls can be routed to predefined groups of users using serial, cyclic, parallel, or longest idle ringing modes.
- **Call Queueing:** Advanced hunt groups support call queuing with configurable queue size, waiting time, and position announcements.
- **VIP Prioritization:** Prioritize calls from VIP clients, ensuring they bypass the queue.

## 3. Call Forwarding & Transfer

- **Multiple Forwarding Options:** Forward calls based on conditions like busy, no reply, or unreachable status.
- **Customizable Announcements:** Play announcements or music during call forwarding, enhancing the caller experience.
- **Manual Call Transfer:** Transfer calls to other users or hunt groups with ease.

## 4. Voicemail & Callback

- **Voicemail Integration:** Automatically route calls to voicemail when users are unavailable.
- **Callback Requests:** Allow callers to request a callback, which can be initiated by the system or manually by users.
- **Email Notifications:** Send voicemails and callback requests as email notifications for easy access.





## 5. Call Recording

- **Automatic Recording:** Record all incoming and outgoing calls for users with the call recording package.
- **Granular Access Control:** Corporate administrators can access all recordings, while users can only access their own.
- **Retention Period:** Call recordings are stored for configured periods of time.

## 6. IVR (Interactive Voice Response)

- **Custom IVR Trees:** Create multi-level IVR scenarios to handle customer inquiries, sales, and support.
- **Working & Non-Working Hours:** Configure different IVR flows for working and non-working hours.
- **On-Hold Music:** Play customizable music or announcements while callers are on hold.

## 7. Teams

- **Enhanced Team Collaboration:**
  - Create and manage teams with custom hunt groups, IVR scenarios, and call handling rules tailored to specific departments or projects.
  - Foster seamless communication and collaboration across teams, improving overall productivity.
- **Real-Time Visibility and Control:**
  - Monitor team activity in real-time with intuitive dashboards, including member availability, ongoing calls, and missed calls.
  - Team leads can listen in on calls, intercept conversations, and ensure quality control.
- **Efficient Task Management:**
  - Assign tasks, set deadlines, and track progress directly from the dashboard, ensuring accountability and timely completion of responsibilities.
- **Delegated Authority for Streamlined Operations:**
  - Empower team leads with delegated privileges to manage user address books, hunt groups, and call recordings, reducing the administrative burden on corporate administrators.
- **Improved Customer Service:**
  - Optimize call handling and routing within teams, ensuring faster response times and better customer experiences.





## 8. Corporate Chat

- **Internal Chat Hub:** Enable text communication within the organization, including one-on-one and group chats.
- **Website Chat Integration:** Embed a chat widget on corporate websites to allow visitors to send messages directly to the enterprise team.

## 9. Bulk Outbound Calling

- **Automated Campaigns:** Launch outbound calling campaigns to reach a large number of recipients efficiently.
- **Personalized Messages:** Use templates and variables to generate personalized messages for each recipient.
- **Call Termination Options:** Define post-call actions like forwarding to an agent, offering voicemail, or requesting a callback.

## 10. Flash Call (Verification)

- **Instant Verification:** Verify client phone numbers instantly without incurring call charges.
- **Zero-Duration Calls:** If the client attempts to answer, the system drops the call immediately, ensuring no charges.





# Benefits

## 1. Revenue Growth

- **Value-Added Services:** Offer advanced corporate communication features that differentiate your services from competitors.
- **Package Upselling:** Provide tiered service packages with additional features like call recording, IVR, and bulk outbound calling.
- **Increased ARPU:** Attract high-value enterprise customers with tailored MVPN solutions, increasing average revenue per user.

## 2. Enhanced Customer Retention

- **Improved Customer Experience:** Deliver seamless communication solutions that enhance the productivity of enterprise customers.
- **Customizable Solutions:** Tailor MVPN services to meet the specific needs of different enterprises, ensuring high customer satisfaction.
- **Scalability:** Support enterprises of all sizes, from small businesses to large corporations, with a scalable solution.

## 3. Operational Efficiency

- **Centralized Management:** Provide enterprise administrators with a user-friendly GUI to manage corporate settings, users, and call routing.
- **Integration with Existing Systems:** Seamlessly integrate MVPN with your core network, billing systems, and CRM/ERP platforms.
- **Real-Time Monitoring & Reporting:** Offer detailed reports on call activities, hunt group performance, and resource utilization.

## 4. Competitive Advantage

- **Differentiation:** Stand out in the market by offering a comprehensive MVPN solution with advanced features like hunt groups, IVR, and call recording.
- **Support for Roaming:** Enable enterprise customers to use MVPN features while roaming, enhancing their global communication capabilities.
- **Future-Proof Solution:** Stay ahead of the competition with a scalable and customizable solution that evolves with your customers' needs.





# Integration & Compatibility

Defne MVPN seamlessly integrates with your existing infrastructure, including:

- **Core Network:** Integration via SIP & RTP for call handling and CAMEL over SIGTRAN for IN-based features.
- **Prepaid & Postpaid Billing:** Integration with charging systems using Diameter SCAPv2 and CDR generation for billing.
- **CRM & ERP Systems:** API integration with third-party CRM and ERP systems for enhanced functionality.
- **Alarm Management:** SNMP integration for real-time monitoring and alerting.

# Why Choose Defne Mobile VPN?

## 1. Reliability

- **Robust Architecture:** Built on a robust architecture with active-active signaling and application layers, ensuring high availability.
- **Redundancy:** Database redundancy using Galera clustering for uninterrupted service.

## 2. Scalability

- **Support for 15,000+ Subscribers:** Designed to grow with your business, supporting up to 15,000 subscribers with the ability to scale further.
- **Flexible Licensing:** Soft licensing ensures no hard limits on the number of users.

## 3. Customization

- **Tailored Solutions:** Customize MVPN features to meet the specific needs of your enterprise customers.
- **Flexible Integration:** Easily integrate with your existing systems, including billing, CRM, and ERP platforms.

## 4. Comprehensive Support

- **Dedicated Technical Support:** Our team provides ongoing support to ensure smooth implementation and operation.
- **User-Friendly Management GUI:** Simplify administration with an intuitive interface for managing corporate settings, users, and call routing.

# Get Started Today

Transform your enterprise communication offerings with Defne Mobile VPN. Contact us to learn more about how our solution can help you attract and retain high-value enterprise customers.



## Defne Company Profile

### We're Developing Global Solutions for Mobile

The era of data is fast approaching. As **5G networks** develop, more and more smart IoT devices are popping up, and the world becomes increasingly online. **Digital marketing** rises up as a giant of its era, while the newly **digitized public sector** rolls out new ICT based services. As every available service gets attached to a mobile app, **network-based mobile positioning** presents itself as a valuable tool that can overlook the whole digital landscape.

Defne builds global solutions for the mobile world. We have delivered state of the art solutions to mobile operators on multiple continents, and we work with leading MNOs of Turkiye to form the backbone of the country's mobile technologies.

5G networks have made network-based positioning much stronger, by expanding their coverage and making them more precise and accurate. Due to their potential to create useful data for AI tools, network-based mobile positioning technology like Defne MPP will continue to find applications in the new 5G era.