

[For immediate release]

HGC Selects Telesmart.io's End-to-End Portal Automation to Simplify Its Numbering Services

The leading fixed-line operator and virtual number provider can remove the complexity from ordering, provisioning and managing its wholesale and enterprise number portfolio using Telesmart.io's integrated inventory management portal.

Telesmart.io, an expert in digital transformation across global number and messaging services, has been selected by HGC Global Communications Limited (HGC), a fully-fledged ICT service provider and network operator with extensive global coverage, for its virtual numbers inventory management solution in its quest towards automation and improved customer satisfaction. Using Telesmart.io's cloud-based platform, HGC gains end-end automation of numbering orders, provisioning, routing and porting.

As an API-driven platform, HGC can fully integrate Telesmart.io capabilities into its existing systems and begin serving customers through it instantly. HGC is able to seamlessly integrate a range of modules and features for specific customer needs while also directly benefiting from the growing opportunity in the virtual number business.

"HGC needs agility, and we provide that, to turn order requests into live traffic in under 10 seconds. We're streamlining the end-to-end service experience, meaning HGC can continue serving their global customers with efficiency and precision," said Neil Kitcher, Co-Founder at Telesmart.io. "The company is incredibly well-respected internationally, and we're excited that Telesmart.io can take its solutions to the next level."

As a Telesmart.io partner, HGC will have access to the platform's Dynamic Provider feature, enabling the operator to offer customers an extensive choice of numbering options. To avoid allocating resources inefficiently in an expensive, unused inventory, HGC can instead effortlessly access numbers in an all-in-one platform as required.

"With so many providers in the market, customer experience is a huge differentiator. HGC prides itself on going above and beyond for the customers it serves, and we're confident that by working with Telesmart.io, we're doing just that," said Carrie Chan, Vice President of Cloud Communication & Voice Services at HGC. "With API integration, our customers are benefitting from Telesmart.io's solution while we maintain full control over analytics and routing capabilities. It's a win-win for us, and we look forward to seeing how the partnership grows."

"The shifting requirements from our customers are driving the needs on the web portal where customers can place order and provision the numbers by themselves. With the increasing demand on numbers for different use cases, this cloud-based customer portal will help HGC to capture more business in our numbering services," said Suman Vuddaraju, Head of Sales of Cloud Communications & Voice Services at HGC.

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About Telesmart.io

Telesmart.io provides comprehensive Number Inventory Management, Global Number Porting and Dynamic CPaaS portals that are easy to adopt, quick to deploy and simple to manage. Its white-label modular solutions offer a full suite of APIs for seamless integration into existing systems. Partner benefits include accelerated monetisation, faster provisioning, reduced overhead and streamlined end-end service experience.

www.telesmart.io

Telesmart.io

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About HGC Global Communications Limited

HGC Global Communications Limited (HGC) is a leading Hong Kong and international telecom operator and ICT solution provider. The company owns an extensive network and infrastructure in Hong Kong and overseas and provides various kinds of services. HGC has 25 overseas offices, with business over 5 continents. It provides telecom infrastructure service to other operators and serves as a service provider to corporate and households. The company provides full-fledged telecom, data centre services, ICT solutions and broadband services for local, overseas, corporate, SME and mass markets. HGC owns and operates an extensive fibre-optic network, five cross-border telecom routes integrated into tier-one telecom operators in mainland China and connects with hundreds of world-class international telecom operators. HGC is one of Hong Kong's largest Wi-Fi service providers, running over 29,000 Wi-Fi hotspots in Hong Kong. The company is committed to further investing and enriching its current infrastructure and, in parallel, adding on top the latest technologies and developing its infrastructure services and solutions. In 2019, HGC Group completed the acquisition of Macroview Telecom Limited (Macroview), a leading digital technology solution and managed services provider. The addition of Macroview further accelerates HGC Group's digital transformation path and positioning as a pioneering ICT and digital services leader.

To learn more, please visit HGC's website at: www.hgc.com.hk

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