

Reliable VoIP for Multi-Office Estate Agencies Call Quality, Prioritisation & Uptime

SIP ALG Controls | RTP Handling | QoS



Client:

Parkers Estate Agents

Partner:

5G Communications

About the company:

Parkers Estate Agents is a long-established UK property business founded in 1948, supporting buyers, sellers, landlords, and tenants across Berkshire, Hampshire, Gloucestershire, Oxfordshire, and Wiltshire. With multiple offices operating in a highly competitive property market, reliable communication is critical to daily operations.

Products:



Vigor 2862 Router

The Overview

Estate agencies rely heavily on phone communication for enquiries, valuations, and sales coordination. Any disruption to voice connectivity directly impacts staff productivity, customer experience, and revenue. This project improved VoIP reliability for a multi-office estate agency, addressing communication requirements with DrayTek hardware and enhancing call quality, network stability, and daily operations.

The Requirement

The agency required a dependable networking solution capable of supporting their voice-driven operations across multiple locations.

Key priorities included:

- Highly reliable VoIP connectivity to avoid dropped or poor-quality calls
- Prioritisation of voice traffic during busy network periods
- A stable internet gateway to support cloud-based property platforms and CRM systems
- A cost-effective alternative to more complex or expensive networking solutions

Given the central role of phone communication in estate agency workflows, maintaining consistent call quality and uptime was essential to ensuring smooth day-to-day operations.

“DrayTek has made our day-to-day work much easier, especially with so many devices and online systems running at once. We’d happily recommend DrayTek and 5G Communications to any business that needs a reliable, no-fuss networking setup”

Ben Mitchell, Parkers Berkshire, Owner/Director

Your Reliable Networking Solutions Partner

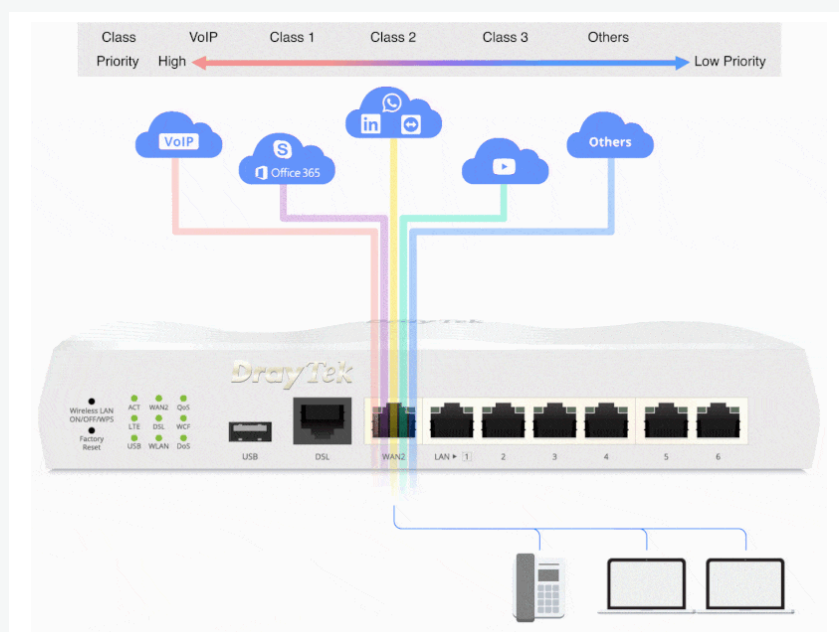
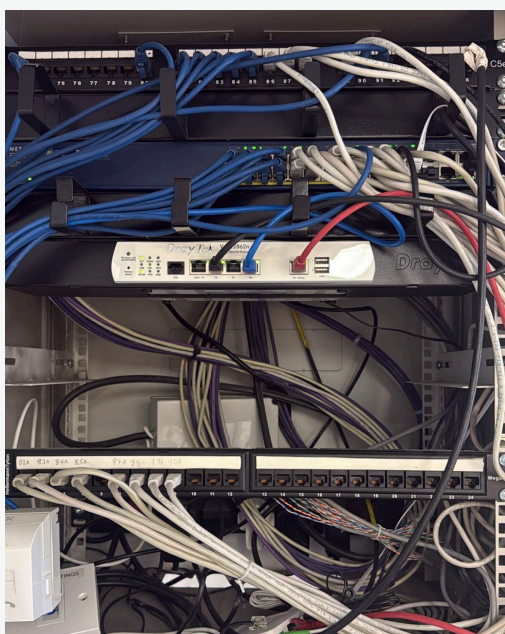
The Solution

To address these requirements, 5G Communications deployed the DrayTek Vigor 2862, part of the DrayTek Vigor 28xx Series of business-class routers. This offered a robust networking foundation with features designed to support reliable VoIP communications.

Key capabilities include:

- Quality of Service (QoS) to prioritise voice traffic over other network activity
- SIP optimisation controls, including the ability to disable SIP ALG
- Improved RTP handling for smoother voice traffic management
- Enhanced handling of fragmented packets, which can impact VoIP stability

Following best-practice VoIP configuration guidance, adjustments were made to SIP behaviour, RTP port handling, and QoS prioritisation to ensure optimal performance for the agency's calling systems. Deployment across each office location was straightforward, allowing the network to be configured quickly with minimal disruption to daily operations.



The Conclusion

Following the implementation, the estate agency experienced a significant improvement in call reliability and overall network stability.

Clearer calls and consistent connectivity helped staff manage enquiries, book valuations, and progress property sales more efficiently throughout the day. Reduced downtime also improved the customer experience, ensuring clients could reach the team whenever needed.

For 5G Communications, the deployment also reduced ongoing support requirements as VoIP-related issues declined. The success of the project strengthened confidence in standardising on DrayTek solutions for similar small and medium-sized businesses that rely heavily on voice communications.

Why DrayTek?

- VoIP-friendly feature set (SIP ALG controls, RTP handling, QoS)
- Strong reliability and stability proven across DrayTek's business-class routers
- Simple configuration and excellent documentation for VoIP deployments
- Cost-effectiveness compared with alternatives
- SMB-focused design, ideal for estate agencies relying on voice communication

MSP Benefits

- Reduced support overhead, as VoIP issues declined
- Increased client satisfaction and confidence
- Stronger ability to standardise on DrayTek for similar voice-driven SMBs
- Support from DrayTek's team & knowledge base which provided clear SIP, RTP, and traffic-handling guidance throughout the setup process.

Deployment

"The Vigor 2862 was straightforward to deploy."

Simple and documented deployment for VoIP-specific configuration, such as disabling SIP ALG, adjusting fragmented packet handling, and applying QoS.

"We have worked with DrayTek products for many years, deploying Vigor routers, Vigor access points, and switches across numerous SMB and multisite environments."

"DrayTek has been a consistent choice where reliability, VoIP optimisation, and cost-effective connectivity are key requirements"

**Andre Mellet, 5G Communications,
Technical Director**

Challenges

Initial issues were linked to SIP ALG behaviour and fragmented packet handling, which are common VoIP hurdles. Following DrayTek's VoIP guidance, disabling SIP ALG, adjusting RTP port ranges, and altering handling of fragmented packets all initial issues were resolved these problems fully.

DrayTek Corp. was established in 1997 with a mission to design and build premium networking products to help business make their most of the online connectivity. DrayTek's product lines range from enterprise-level firewall Security, VPN facilities for teleworking and branch-linking, versatile xDSL CPE, Switching, Voice-over-IP and wireless solutions:

- Complete range of WAN Security/Routing products
- Headquarters, Taipei, Taiwan, ROC
- Specialising in innovative networking products Worldwide Distribution and offices
- Listed on Taiwanese Stock Exchange 2004
- 180 employees worldwide, 45% R&D
- ISO 9001 Certified

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