

FCC-regulated carrier builds **Customizable Software based Solution** using Ecosmob's Innovative **VoIP Services**



Introduction

One of our clients is an FCC-regulated carrier that helps companies improve their customer experiences by providing high-quality, cloud-based communication solutions.

Challenge

In 2017, our client was offering an array of Voice & Data Services using a few hardware and 3rd party products. They had Hosted PBX offering as their flagship product, however, they wanted to upgrade their infrastructure to make it a fully-owned and customizable software-based solution. But, it was not an easy task for them and they encountered a few challenges that were:



UCaaS Platform Adoption

Developing and deploying a global UCaaS platform with elastic infrastructure, that quickly expands or decreases storage on its own.



Feature Integration

The implementation of 1000+ features on a traditional platform to bring it up to date with industry requirements was difficult.



Data Migration

Migrating existing customers from the old platform to the new one required an effective process.



Automation

An intuitive GUI was to be created to streamline and automate operations.

Solution



Ecosmob assisted its client in improving accuracy and productivity by leveraging its significant experience in designing and delivering innovative VoIP services. Ecosmob's team of Web Experts and Project Managers showed utmost dedication to identifying the solutions and successfully executing the project.

Sub Clustering

The platform was sub-clustered to deliver all services to the users and front-end proxies were used for cybersecurity. For load balancing, SRV DNS was used to route data to the closest front-end.

Traffic Routing

Broader gateway protocols were used to route traffic within the subclusters to improve the accuracy and speed of failure identification and mitigation.

Accuracy in Data Migration

The Ecosmob team developed a migration tool that helped in accurately migrating large amounts of customers' data.

Operations Automation

A web-based GUI was developed to automate and simplify the provisioning process of customer accounts, devices, subclusters, and many more. It also enabled customers to manage their account provisioning.

Increased Throughput

A team of developers at our client's end designed an algorithm to offload RTP traffic that improved the platform's throughput by 40%.

Benefits

Being one of the market leaders in offering VoIP solutions to businesses, Ecosmob's expert developers delivered best-in-class services to its client.



Cost-effective Solution

Open Source software helped us save a significant amount of time and money



Load balancing

Integration of SRV DNS for data routing helps in load balancing.



High Availability

The platform has over 25000 SIP registered and supports over 1 million calls per day.

Happy Client



'Ecosmob Technologies' team is highly experienced in innovative VoIP services, which helped us make our platform more adaptable, scalable and flexible. We look forward to working with such a dedicated team again and highly recommend their VoIP software.

CTO representative of our esteemed client



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