

Cloud-based Containerized Communication System

Cutting deployment time from 60 minutes to 60 seconds

Client: A multinational technology company that specializes in business communications, and the largest global provider of unified communications (UC) and contact center (CC) solutions

Industry: Telecommunications

Project Type: Cloud infrastructure containerized communication system for small- and medium-sized enterprises

Overview

1 Challenge:

Our telco client wanted to bring their customers' siloed systems together all in one place. With their systems on various local platforms and all deployed systems requiring local and monitored infrastructure, our client wanted to centralize and simplify these processes via cloud migration.

Also, our client needed an infrastructure that would scale with the increasing demands of its customers, requiring it to scale up to 10,000 independent end users for each system. Additionally, the scalable solution had to be easily customizable while needing minimal to no local configuration on the end-customer's side in order to appeal more to customers.

2 Solution:

Our client requested Luxoft to work on a containerized cloud solution of its phone system product, a private branch exchange (PBX), which is a private telephone network meant to be used within an organization.

Luxoft created a cloud deployment solution that met the following criteria:

- Easily scalable solution, with fast deployment – since the current system had a rather slow deployment time
- Provides resource sharing capabilities for smaller customers, in order to reduce costs
- Reduces the administration and maintenance costs and overhead management

3 Result:

The cloud infrastructure solution helps:

- Provide a cloud-based communications solution, available anytime, anywhere, and for any business size
- Easily scale **from several users to several thousand users**
- **Provide cost reduction** for operations, administration and maintenance
- Lower deployment time to less than 60 seconds, compared to ~60 minutes previously: a whopping **6000% deployment improvement**
- **Increase revenue:** enables our client to target additional customers with a more cost-friendly offering

Challenge

A single scalable platform

Our telco client wanted to bring their customers' siloed systems together all in one place. With their systems deployed on various local platforms (such as dedicated embedded systems, physical servers and virtualized machines) and all deployed systems requiring local and monitored infrastructure, our client wanted to move all their systems to one location in order to centralize and simplify these processes via cloud migration.

Also, our client needed an infrastructure that would scale with the increasing demands of its customers, requiring it to scale up to 10,000 independent end users for each system.

Additionally, the solution had to be easily customizable while needing minimal to no local configuration on the end-customer's side, and ensure high availability to improve end-customer satisfaction (as the systems have very high levels of uptime).

Solution

Speedier deployment with cloud

Our client requested Luxoft to work on a containerized cloud solution of its phone system product, a private branch exchange (PBX), which is a private telephone network meant to be used within an organization.

The cloud deployment solution ensured a much faster phone system setup process and reduced the hardware required for a PBX, now being completely hosted on the Google Cloud infrastructure.

Our solution's features include:

- Easily scalable solution, with fast deployment – since the current system had a rather slow deployment time
- Resource sharing capabilities for smaller customers, in order to reduce costs
- Reduction of administration, maintenance costs and overhead management – since the previous system required local administrators to manage our client's customers' premises, while cloud infrastructure management is minimal
- Interconnected Kubernetes clusters to allow for easy scaling
- Advanced security features, including certificates distribution in the cloud
- Fast cloud deployment capabilities



“The solution implemented by Luxoft ensured a much faster phone system deployment process and reduced the hardware required for a PBX, as the infrastructure is now completely hosted on Google Cloud.”

Result

Scaling from several users to several thousand users

Luxoft's cloud infrastructure solution helps:

- Create an instantly deployable communications solution with a Google Cloud infrastructure, available anytime, anywhere, and for any business size
- Easily scale **from several users to several thousand users**
- **Provide cost reduction** for operations, administration and maintenance (in comparison to a physical system), due to easy cloud infrastructure management
- Lower deployment time (configuration, installation and ready to run) of a PBX solution ordered from our customer store, reduced to less than 60 seconds compared to ~60 minutes for the previous Linux-based standard platform: a whopping **6000% deployment improvement**
- Support on-the-fly updates and upgrades
- **Increase revenue:** enables our customer to target additional clients (especially small businesses), with a more cost-friendly offering

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