

# Customer story

INDUSTRY:

IT



## HIGHLIGHTS

Game Changer for IT Security and Connectivity: Viva's SBCaaS and Cloud Telephony

### CLIENT

A distinguished leader in Enterprise IT Services, recognised for its extensive international presence and its commitment to delivering cutting-edge technology solutions to clients worldwide.

### REQUIREMENT

The client aimed to set up a distinct voice network linking two of their offices in India, requiring complete segregation from their current data network.

- Security held paramount importance, with specific emphasis placed on fortifying the Application, Presentation, and Session layers of the network against potential threats.

### CHALLENGE

The primary challenge was to establish a segregated voice network that seamlessly integrated with the client's current infrastructure while enforcing robust security measures against various potential threats. This task involved the following key aspects:

- Ensuring seamless integration with the existing infrastructure
- Implementing stringent security measures against Denial of Service (DoS) attacks, privacy breaches, and fraudulent activities
- Overcoming the limitations of traditional firewall solutions
- Protecting against revenue loss, productivity dips, and ensuring compliance with regulatory requirements.

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## SOLUTION

[ SBS as a Service ]

To address this complex requirement and challenge, Viva provided an ideal solution for the client.

The proposed solution included the following components:

- Deployed SBCaaS to offer comprehensive protection against communication security threats and vulnerabilities.
- Strengthened the client's voice network across all seven layers, providing enhanced security compared to traditional firewall-based approaches.
- Offered assurance by safeguarding voice communications against potential cyber threats, ensuring uninterrupted business operations, and maintaining brand reputation.
- Enabled inbound and outbound global calling with country-specific Direct Inward Dialling (DID) numbers and Toll-Free Numbers.
- Simplified management of international calling requirements through customisable DID and Toll-Free Number options.
- Developed a dedicated SDVN infrastructure exclusively for voice traffic.
- Ensured isolation and security by operating the SDVN network separately from the client's data network.