

Customer story

INDUSTRY:

IT



HIGHLIGHTS

Preventing DDOS attacks, protecting IT functions and achieving secured voice communication using Viva's Hosted Oracle SBC

CLIENT

A leading IT services company based out of India. They use domestic and international IP communication services for their sales, marketing, support and administrative calling needs.

REQUIREMENT

1000+ users use the service provider's domestic and international communication systems in different shifts and time zones.

- During the pandemic, the users started using the office communication infrastructure for their WFH/WFA communication needs.
- The client required a secured voice communication solution.

CHALLENGE

There were a series of DDOS attacks that occurred in India and this client was one of the victims.

The client had to spend a lot of time, effort and money to recover from the DDOS attack and by the time they could recover, it had led to customer exits, large level customer dissatisfactions, data loss, production down and penalties.

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SOLUTION

[SBC 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:

- Viva isolated the client's Domestic and International voice communication system from their data communication system by creating a separate network for voice.
- Provisioned Viva's hosted Oracle SBC service for the best level of security standards as Firewalls are good for data communication networks while SBCs are exclusive security solutions for voice communication. Especially when it comes to protecting multiple voice-related channels, SBCs stand ahead of firewalls and added value.
- SIP Filtering, Topology Hiding and Rate Limit are some of the key-value additions in the security aspect that our Hosted SBC service rendered to the client.
- Oracle SBC is a hosted service on a subscription model and VCX is a cloud telephony platform also on a subscription model, hence, the client did not require any CAPEX to deploy this solution.
- The time taken to onboard 1000+ users on VCX was less than two weeks.