

# Customer story

INDUSTRY:

IT



## HIGHLIGHTS

Advancing IT Connectivity and strengthening Security via Viva's SDVN and SBCaaS solution

### CLIENT

A renowned provider of IT services with a robust global presence, dedicated to delivering specialised solutions tailored to meet the complex needs of enterprise clients worldwide.

### REQUIREMENT

The client required the interconnection of three of their Indian offices through a dedicated voice network, separate from their current data infrastructure.

- Highlighting enhanced security measures across the Application, Presentation, and Session layers of the network was deemed essential.

### CHALLENGE

The main challenge was to create a separate voice network that smoothly integrated with the client's current infrastructure while implementing robust security measures. Additionally, the requirement for specific city-wise and international DIDs/Toll-Free Numbers increased complexity. This necessitated comprehensive addressing of security vulnerabilities, such as Denial of Service, Privacy breaches, and Fraud, to mitigate potential risks to revenue, productivity, customer experience, compliance, and brand reputation.

- Ensuring seamless integration of the voice network with existing infrastructure
- Managing the complexity of specific city-wise and international DIDs/Toll-Free Numbers
- Addressing security vulnerabilities comprehensively to mitigate risks
- Safeguarding against potential threats to revenue, productivity, customer experience, compliance, and brand reputation.

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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:

- Developed a bespoke SDVN infrastructure exclusively dedicated to voice traffic.
- Operated autonomously from the client's data network, ensuring both isolation and security.
- Deployed SBCaaS to strengthen the client's voice network against various security threats and vulnerabilities.
- Offered protection against Denial of Service (DoS) attacks, dynamic access control, topology hiding, and encryption for signaling and media.
- Included measures to mitigate viruses and SPIT (Spam over Internet Telephony).
- Enabled remote NAT traversal and IPv4-v6 interworking.
- Implemented overlapping dial plan translations for seamless communication.
- Ensured SLA assurance through admission control, signaling resource load balancing, and Quality of Service (QoS) routing.
- Enabled the client to achieve seamless connectivity, enhanced security, and assured service quality.
- Empowered efficient management of PAN India and international calling requirements.
- Protection against potential security threats.