AUDIOCODES CASE STUDY

Customer: T2M Works
Website: www.t2mworks.com
Location: USA
Industry: Telecommunications

Customer Profile:
T2M specializes in the migration of critical client applications from on premises to the cloud, from development to deployment to delivery.

Challenges:
- Reliable and scalable voice connectivity with Microsoft Teams
- Solution needed to reside in AWS along with T2M's other servers
- Ability to support multiple customers simply and securely

AudioCodes Solutions:
- **Mediant VE SBC with Direct Routing support deployed in AWS**

Benefits:
- AWS cloud-based SBC with certified Microsoft Teams Direct Routing support
- Extensive interoperability enables customers to migrate to Microsoft Teams at their own pace
- Multi-tenancy support simplifies operations and makes efficient use of cloud resources
- High voice quality including support for wideband SILK and Opus codecs

T2M Works

Service Provider SBC for T2M Voice Hosted in the AWS Cloud and T2M Direct Routing for Microsoft Teams Customers

T2M Works needed a reliable SBC solution to deliver T2M Direct Routing voice support for customers of Microsoft Teams and for T2M Voice, a VoIP and UC platform hosted in the AWS Cloud. AudioCodes Mediant VE SBC deployed in Amazon Web Services ensured scalable, high quality connectivity coupled with the ease of deployment and cost-effectiveness of a cloud implementation.

Background

T2M (www.t2mworks.com) is a different kind of cloud partner. T2M specializes in the migration of critical client applications from on premises to the cloud, from development to deployment to delivery.

T2M addresses the need to combine the benefits of a hyperscale cloud infrastructure with the system integration expertise and personalized ongoing support needed to make the product consumable.

T2M's operational framework integrates these elements to create maximum benefit and return on investment. T2M engineers are certified and experienced with Microsoft and AWS cloud solutions. T2M is a partner who can understand your challenges, create a path forward, and be there for the long term.

Mediant VE SBC

Challenges

As part of its portfolio of cloud-based VoIP and unified communications (UC) services for customers across the USA, T2M offers a hosted UC service called T2M Voice+ based on Microsoft's Skype for Business solution. The company selected AudioCodes Mediant Virtualized Edition Session Border Controller (VE SBC) to provide connectivity between the AWS-hosted Skype for Business application, SIP trunks out to the PSTN and the customers' locations. T2M also deploys AudioCodes Microsoft-certified 400HD IP phones at customer sites where required, to provide high quality end user devices with full Skype for Business integration (including presence and conferencing capabilities).

The advent of Microsoft Teams as a new collaboration platform presented T2M with an additional opportunity to expand its services offering to business customers. As with its T2M Voice offers, T2M needed a reliable and scalable SBC solution that would provide voice connectivity between Microsoft Teams and the outside world to support T2M Direct Routing. First and foremost, the SBC had to be certified for Direct Routing, Microsoft's technology for enabling voice connectivity between Teams and other voice networks and platforms. Furthermore, to complement the cloud-based Microsoft Teams service, it made sense to deploy SBCs in the cloud. T2M had to ensure that the SBC solution was up to the task with simple deployment and onboarding of new customers, high availability and scalability.

Solution

Fortunately, T2M was able once again to turn to AudioCodes for a solution that met its requirements. By deploying the Mediant VE SBC in AWS, T2M could benefit in a number of ways:

- The VE SBC is able to run as a native AWS application, running as another AWS workload with the inherent benefits that AWS offers, e.g. scalability, reliability, pay-as-you-go pricing for computing and networking resources.

- The VE SBC was one of the first 3rd party SBC solutions to be certified by Microsoft for Teams Direct Routing. With vast, field-proven interoperability the VE SBC ensures reliable connectivity with SIP trunk networks for inbound and outbound calls, as well as enabling companies with existing telephony solutions to migrate to Teams gradually and at their own pace.

- Like all AudioCodes voice products, the VE SBC is built on AudioCodes' advanced and mature voice processing technology. This ensures high voice quality even in less-than-ideal network conditions and includes support for wideband codecs such as SILK and Opus.

One feature supported by the VE SBC that is of particular importance for a service provider environment such as T2M's is **multi-tenancy**. With multi-tenancy, T2M can support multiple business customers (tenants) on a single SBC instance. This facilitates efficient usage of cloud resources by eliminating the need to deploy a new SBC for each new customer. At the same time, the SBC enforces strict isolation between tenants to ensure that increased activity in one tenant does not affect SBC performance for any others.

"With AudioCodes SBCs deployed in the AWS cloud, we can be assured of reliable, high quality voice connectivity which is cost-effective to run and easy to deploy and manage."

Todd Whisler,
T2M, CAO

Results

The AudioCodes Mediant VE SBC deployed in AWS gives T2M the flexibility to employ best-of-breed cloud services to provide full functionality and survivable nationwide coverage for its hosted T2M Works Voice offerings and T2M Direct Routing supporting Microsoft Teams customers.

"The combination of Microsoft Teams, AudioCodes SBCs, Amazon Web Services, and T2M Direct Routing is a powerful combination for our customers," said Todd Whisler, T2M, CAO. "With AudioCodes SBCs deployed in the AWS cloud, we can be assured of reliable, high quality voice connectivity which is cost-effective to run and easy to deploy and manage."