



Customer
IPFone



Website
<https://ipfone.com/>



Location
USA, CALA



Industry
Unified Communications as
a Service (UCaaS)

Customer Profile

IPFone is a dynamic communications provider based in the USA since 1997, serving a diverse customer base that includes small and medium-sized businesses and large enterprises mostly across the USA, the Caribbean and Central America.

Challenges:

- Meet growing customer demand for Microsoft Teams telephony services
- Ensure operational efficiency while offering a diverse service portfolio
- Ability to offer new service offerings seamlessly and rapidly
- Support existing unified communications and telephony platforms

AudioCodes Solution:

- [AudioCodes Live Platform](#)

Benefits:

- Seamless Teams voice connectivity via Direct Routing and Operator Connect
- Accelerate time to revenue with rapid, automated customer onboarding
- High availability and unlimited scalability leveraging Azure cloud resources
- Value-added services help IPFone to differentiate themselves in the market
- Reduced Total Cost of Ownership (TCO) with services delivered on a per-user, per-month subscription basis

IPFone

Cloud-Based Voice Connectivity for Microsoft Teams Customers

Executive Summary

IPFone successfully implemented AudioCodes Live Platform to automate the onboarding process of Microsoft Teams customers' telephony services, addressing the growing demand in the enterprise UC market. This adoption enabled seamless voice integration, rapid customer onboarding and scalable services, enhancing operational efficiency and customer satisfaction.

Background

IPFone is a dynamic communications provider based in the USA since 1997, serving a diverse customer base that includes small and medium-sized businesses and large enterprises mostly across the USA, the Caribbean and Central America. With a mission to provide reliable and innovative communication solutions, IPFone specializes in VoIP phone systems, unified communications and cloud-based solutions. With a strong focus on enhancing connectivity and operational efficiency, the company prides itself on personalized support and a commitment to customer satisfaction.



Challenges

IPFone required a robust, scalable platform to accelerate delivery of integrated voice communication solutions that could adapt to the evolving needs of their clients.

As a trusted service provider, IPFone continually strives to uphold its reputation for delivering exceptional service. However, the growing adoption of Microsoft Teams unified communications as a service (UCaaS) offerings presented the company with a challenge. To meet the increasing demand for telephony services within customers' Teams environments, IPFone required a robust, scalable platform to accelerate delivery of integrated voice communication solutions that could adapt to the evolving needs of their clients. Ensuring operational efficiency while managing the complexities of a diverse service portfolio was also a critical concern.

Solution

To address these challenges, IPFone selected the [AudioCodes Live Platform](#), a multi-UCaaS, SaaS-based service delivery platform that integrates certified solutions for Microsoft Teams Phone, Zoom Phone, Cisco Webex Calling and contact centers. Leveraging AI and Azure, Live Platform enhances user, agent, and customer experience. IPFone's decision was driven by several compelling factors:

- **Seamless voice connectivity:** Based on AudioCodes' market-leading session border controller (SBC) technology, Live Platform offers certified [Direct Routing and Operator Connect voice connectivity](#) with PSTN and other voice platforms offered as a service.
- **Rapid customer onboarding and automation:** Thanks to Live Platform's built-in service automation tools, IPFone can onboard new customers and get Teams voice services running effortlessly.
- **Scalability:** Built entirely in Azure, Live Platform scales services efficiently to meet increasing customer demands
- **Integration:** Seamlessly integrating with existing systems, including Cisco Broadworks, and Microsoft Teams, Live Platform ensures a smooth transition and enhanced service delivery.



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- **Reliability:** Designed to deliver high availability, Live Platform guarantees high uptime and reliability, which are crucial for the reputation of a leading service provider such as IPFone.
- **Value-added communications solutions:** Live Platform delivers a wide array of essential voice services delivered rapidly from the cloud. These services include a [contact center for Microsoft Teams](#), call recording, conversational AI meeting summarization and UC devices as a service.

IPFone now onboards new Teams customers faster and generates revenue more rapidly than in the past.

Live Platform's multitenant service and customer management tools helped IPFone to streamline processes and integration, reducing complexity and simplifying daily operations.

Results

The implementation of the AudioCodes Live Platform has yielded significant positive outcomes for IPFone, including:

- **Accelerated service delivery:** IPFone now onboards new Teams customers faster and generates revenue more rapidly than in the past.
- **Increased scalability:** Live Platform leverages Azure to enable IPFone to scale operations efficiently to accommodate its growing customer base.
- **Operational efficiency:** Live Platform's multitenant service and customer management tools helped IPFone to streamline processes and integration, reducing complexity and simplifying daily operations.
- **Openness for additional services:** Live Platform gives IPFone the ability to quickly introduce new services, such as voice connectivity for Webex UC customers and Microsoft Teams Native Contact Center ([powered by AudioCodes Voca CIC](#)).
- **Reduced Total Cost of Ownership (TCO):** Live Platform services are delivered on a per-user per-month subscription basis, resulting in predictable costs and ultimately reducing Total Cost of Ownership (TCO).

“Live Platform’s seamless voice connectivity and rapid customer onboarding capabilities have dramatically improved our ability to deliver Teams services to our customer base in a timely and efficient manner.”

Damian Chmielewski,
President & CEO, IPFone

Commenting on IPFone’s implementation of AudioCodes Live Platform, Damian Chmielewski, President & CEO of IPFone said, “IPFone’s strategic deployment of AudioCodes Live Platform has not only addressed our operational challenges but has also positioned us for future growth and success in the competitive unified communications industry.”

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Want to learn more about AudioCodes Live Platform?

LivePlatform

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International Headquarters
Naimi Park, 6 Ofra Haza Street,
Or Yehuda, Israel
Tel: +972-3-976-4000

AudioCodes Inc.
80 Kingsbridge Road
Piscataway, NJ 08854
Tel: +1-732-469-0880
Fax: +1-732-469-2298

www.audiocodes.com/contact
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