

Large Telecom Company

Needed a More Capable Multicloud Routing Solution



Always pushing the boundaries to stay ahead of its competitors, this voice and text services company got into AWS early and waited for it to add the features they needed. When they couldn't wait any more, they found Alkira to fill the gaps.

Sometimes Amazon got there in a timely fashion, as with Chime and voice connectors; sometimes not, as with the ability route packets larger than 1500 bytes. Ultimately, the lack of features like that added up to a crucial functional barrier, such as the inability to provide 911 services using native AWS functionality.

Searching for a solution to the networking deficits in AWS, they found Alkira, able to fill the gaps and empower them to offer their full suite of services from the cloud. In addition to allowing them more control over things like packet sizes, Alkira is allowing them to route traffic with more control over paths and lower hop counts. It also allows them "to see the traffic flows a lot more easily than with the native cloud tools," notes the TITLE, "and we can do packet captures and different tests, and it is much simpler and more visible." And even though operations were already highly automated, adding Alkira allowed the team to cut the time to hook up a new environment in half.

Up next for the team: migrating all call center connectivity to Alkira, and then, leveraging the increased ability to use and interconnect environments in AWS and Azure, to shut down three more data centers.

"How did we justify buying Alkira? Easy—if we didn't, it was going to break production."

IT Platform Reliability & Operations Manager

200% more cloud regions connected with Alkira

Demographics	
Staff	Large (2500 - 25,000)
Revenue	Large (\$1B - \$10B)
Culture	Leading Edge/Bleeding Edge

Benefits of Alkira

