

IVR platforms & services

Voxbone supplies international DID numbers for Voxeo's cloud communications solutions



Executive Summary

Voxeo is a leading supplier of next-generation hosted IVR and VoIP services used by more than 45,000 companies around the world. For Voxeo to offer a one-stop solution that combines IVR services with global access numbers, it collaborated with Voxbone for easy access to local geographical and toll-free phone numbers from 50 countries. The long-term relationship has led to strong integration of inbound telephony services with Voxeo's IVR and VoIP solutions with an inventory of more than 10,000 active telephone numbers.

The Challenge

Voxeo helps enterprises and service providers improve service and lower costs by automating and connecting their most common phone calls with Interactive Voice Response (IVR) and Voice over IP (VoIP) solutions. The company, founded in 1999, is a pioneer in delivering standards-driven IVR solutions and hosting.

To meet current and potential customer needs, Voxeo wanted to enable its diverse global customer base to easily provision and use inbound telephone numbers from around the world.

However, provisioning local telephone numbers worldwide on the inbound side of IVRs and VoIP platforms proved to be challenging. Sourcing numbers from different operators for each country Voxeo is active in required significant resources with a low ROI. Global voice service providers could not comply with Voxeo's requirements with respect to provisioning and configuration (fully automated integration of back-offices) and interconnection (full IP, SIP-based geo-redundant interconnects).

The Solution

To maintain its business principles and respond to customer requests for one-stop solutions, Voxeo wanted to find a cost-effective way to provision geographic and toll-free inbound numbers from around the world.

In early 2007, Voxeo teamed with Voxbone and opted for a full integration with Voxbone's Application Programming Interface (API) solution, which provides automated access to direct inward dial (DID) numbers from 50 countries and 4,000+ cities.

Voxbone delivers flexible, on-demand number provisioning and setup. Its self-owned local number ranges, local interconnects with worldwide incumbent operators and fully-meshed global VoIP backbone ensure excellent call quality. Voxbone's level of quality is crucial for such VoiceXML-based IVR

applications that rely on dual-tone multi-frequency signaling (DTMF) and voice quality for proper speech recognition. Voxbone is a licensed operator on its entire footprint to ensure compliance to local telecommunication law and regulations, necessary for long-term sustainability.

The relationship between Voxeo and Voxbone is based on two pillars: commercial success, as well as common business ethics, including a strong customer focus, adherence to open standards (SIP) and commitment to delivering the best-in-industry quality of service.

"By integrating Voxbone's services, we were able to increase the geographical reach of our communications application platform to 50 countries, rapidly and with limited costs. We have worked with Voxbone for more than 4 years now and they have been an outstanding partner."

John Amein, Senior Vice President, Product Management

Success Story

Today, Voxeo maintains an inventory of more than 10,000 Voxbone numbers from 50 countries. Voxeo's 200,000 developers and customer use Voxbone's inbound services for global coverage. The successful collaboration with Voxbone has led to wide adoption of inbound numbers among users of Voxeo's diverse product portfolio.

Voxeo also became the first application platform to support Voxbone's iNum initiative and assigns each application on its platform a unique iNum. The two companies are continuing to collaborate and explore new ways to deliver communications services to customers.

Voxeo - Company Profile

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|----------------------|--|
| Category: | IVRs, VoIP platforms and hosting |
| Type: | Privately held / Employee owned |
| Founded: | 1999 |
| Employees: | 150 |
| Key People: | CEO Jonathan Taylor CTO RJ Auburn |
| Website: | www.voxeo.com |
| Headquarters: | 189 South Orange Ave #2050 Orlando, FL 32801 USA |

About Voxbone

Voxbone is the market leader in providing worldwide geographical, toll-free and iNum® telephone numbers, enabling Internet communications services providers, global carriers, national operators and enterprises to extend the reach of their voice services internationally, rapidly and with minimal costs. The company delivers high-quality inbound communications (often referred to as direct inward dialing, or DID) from more than 50 countries and more than 4,000 cities around the world.

For more information, visit www.voxbone.com or connect with Voxbone on [LinkedIn](#) or [Twitter](#).

About Voxeo

Since 1999, Voxeo has continuously unlocked communications in all its forms - voice, SMS, instant messaging, Twitter and more - and we do so for more than 200,000 developers, 45,000 companies and half of the Fortune 100. Headquartered in Orlando with offices in Beijing, Cologne and London, we've torn down barriers to entry using open standards, disruptive innovation and a passion for problem solving that's fueled by a company-wide obsession with customer success.

Join our conversations:
www.voxeo.com, blogs.voxeo.com, or twitter.com/voxeo.



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