

How Octapharma streamlined their Cisco Unified Communications platform with CloudFloor GEO DNS

Learn How from Octapharma



“ The CloudFloorDNS enterprise GEO DNS solution solved several problems we had with our Cisco Unified Communications platform. As soon as we switched over to CloudFloor GEO DNS our WebEx callback issues disappeared and our global users connected faster with less latency. We just wish we found this GEO DNS solution before trying other providers”

Jon Sprague, Octapharma AG

WHO IS OCTAPHARMA?

Octapharma is one of the largest human protein manufacturers in the world, developing and producing human proteins from human plasma and human cell lines. As a family-owned company, Octapharma believes in investing to make a difference in people's lives and has been doing so since 1983; because it's in our blood.

STRIVING TO DELIVER FAST & RELIABLE UNIFIED COMMUNICATIONS FOR EMPLOYEES ACROSS THE GLOBE

For Octapharma, delivering a reliable communication and collaboration platform is a priority. Employees across the globe rely on the Octapharma Unified Communications (UC) platform for collaboration, voice and video communications, online demos, customer meetings and more. Providing fast, reliable communications is a top priority to keep the business running.

User complaints of poor voice and video quality within the UC platform had a negative impact on their collaboration experience. Octapharma knew it had to fix these issues or risk more outages, complaints, troublesome issues, and slowed productivity.

THE CHALLENGES

Moving to a global communications platform certainly brought a new set of challenges. When Octapharma implemented the Cisco Unified Communications (UC) it added Cisco Expressway clusters in two strategic global locations. UC relies on SRV records for voice, video, IM (Jabber) and WebEx integration. Traditional DNS provided a static list of SRV records regardless of location. This sent connections from EMEA back to the highest priority server in North America which caused significant delays and impacted performance. The infrastructure team at Octapharma knew they needed to fix the problem by migrating to an enterprise DNS solution that could add faster DNS resolution along with smarter DNS delivery of the SRV records based on end-user location.

Q&A with Jon Sprague, Global Senior Infrastructure Engineer at Octapharma

WHY DID OCTAPHARMA SELECT CLOUDFLOORDNS GEO DNS SERVICES?

Our organization relies heavily on collaboration and our Cisco Unified Communications (UC) platform. We had several connectivity issues with global implications due to our DNS setup with SRV resource records and the way they were being delivered to end users. Along with connectivity issues, we also had a video callback problem with WebEx that GEO DNS would fix. After reviewing and trying some other GEO DNS solutions, we found that CloudFloorDNS had the Enterprise Anycast DNS with the GEO DNS SRV options that we needed.

We implemented the CloudFloor GEO DNS SRV solution to make the UC platform work more efficiently by connecting users to their local Cisco expressway. CloudFloorDNS allows Octapharma to deliver a faster, more reliable Anycast DNS platform and also deliver custom DNS SRV records based on an end-user location. Since deployment, we have significantly improved our UC performance and reduced latencies in both voice and video calls. All of these changes help make the end user's digital experience better and improve our efficiency.

WHY WE FEEL OCTAPHARMA IS BECOMING EVEN MORE EFFICIENT

The CloudFloorDNS platform has provided us with enhanced performance and integrated DDoS protection just by moving to their platform. This guaranteed 100% DNS uptime provides the reliability we require and having an SLA that backs this up was a critical piece of our decision. The ultimate value we are getting from GEO DNS is that our IT Support and Operations teams spend less time tracking down reports of poor video and call quality. Plus, end-users are happier when everything works smoothly.

HOW EASY WAS THE ON-BOARDING AND DELEGATION PROCESS?

CloudFloor made everything easy. They demonstrated a proof of concept and helped us setup and test before we switched DNS providers. It was truly one of the easiest changes we've made and CloudFloor worked very closely with us to provide support and knowledge throughout the testing and DNS delegation process.

ANYTHING ELSE ON THE HORIZON WITH CLOUDFLOORDNS?

Currently, we have rolled out the Anycast DNS and GEO DNS SRV solution for our Unified Communications and are reviewing other services. The SIP Options and Jabber monitoring along with the integrated DNS failover is something we are considering for adding even more uptime and reliability to our UC platform.

About CloudFloorDNS and Everbridge

CloudFloorDNS is a global Anycast DNS provider offering both Enterprise and SMB DNS platforms, Domain Registration for over 180 TLDs and a lineup of advanced DNS services that help companies of all sizes provide faster, smarter and more reliable websites, applications & mission critical services. CloudFloor advanced DNS services include GEO DNS, Global Server Monitoring & DNS Failover. CloudFloorDNS is a wholly owned subsidiary of Everbridge

Everbridge, Inc. (NASDAQ: EVBG), is a global software company that provides critical communications and enterprise safety applications that enable customers to automate and accelerate the process of keeping people safe and businesses running during critical events. Everbridge is based in Boston and Los Angeles with additional offices in San Francisco, Beijing and London.

For a full product description please visit the CloudFloorDNS website at <https://CloudFloorDNS.com>.

