

How VoIPly enhanced service quality & uptime with CloudFloor SIP Monitoring & DNS Failover

Learn How from VoIPly



“ System reliability and Quality of Service is the name of the game when it comes to offering VOIP Services. The CloudFloorDNS SIP Monitoring and DNS Failover provided us with valuable insight on our VOIP network and allowed us to failover to backup servers when a primary had high latency or stopped responding. It’s been rock solid and has helped us move towards 99.999% availability”

Shea Georgetti, VoIPly CTO

WHO IS VOIPLY?

VoIPly is a privately-owned UCaaS provider located just outside of Pittsburg, PA and focuses on providing simple and reliable phone solutions to businesses of all sizes.

DELIVERING THE HIGHEST POSSIBLE QUALITY OF SERVICE

For VoIPly downtime is not an option. Shea and the rest of the VoIPly operations team strive to provide a highly consistent level of service to their users. The CloudFloor VOIP monitoring and DNS failover helps the team add another level of insight and automated redundancy into their UCaaS platform.

We monitor the SIP servers using the Netmon SIP Options test to determine both latency and uptime on all of our mission critical apps and servers. The monitoring agents notify us when a server becomes slow or offline but the DNS failover it what does all the heavy lifting. It switches the IP to a backup or can remove/add the server from load balancing pools.

IT'S ALL IN THE PLATFORM

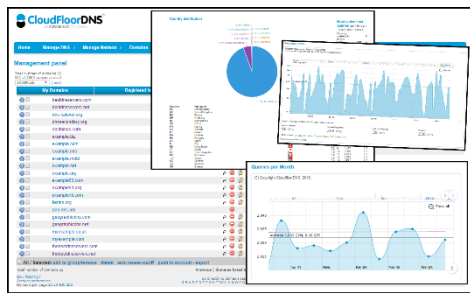
When providing VOIP and Unified Communications (UC) services, uptime and quality of service is a top priority. Poor call quality and no dialtone can not only flood your helpdesk, but it can cause a mass exodus of clients and unmeasurable brand damage. VoIPly clients rely on them for day to day business to occur and they must deliver.

DNS is at the core of every activity on the web and VOIP is no different. By migrating the DNS away from standard “hosting” DNS, VoIPly gained a 600% increase in DNS response times using CloudFloor. The integrated DNS load balancing also gives us the ability to scale by adding in more servers quickly and removing them if they slow down or go offline.

WHY DID VOIPLY SELECT CLOUDFLOORDNS MONITORING & DNS FAILOVER?

“Since high availability and excellent call quality is critical to the success of our business we knew we had to invest in high availability and ways to scale quickly” says Shea. DNS was one of those areas where we can load balance, monitor and failover and use other advanced DNS services like GEO as the need arises. Using CloudFloor’s Anycast DNS we get reliability, speed and flexibility in our DNS and it also saves us from purchasing expensive hardware to do essentially the same thing. We looked at F5 hardware appliances and the initial hardware costs were considerably higher than doing it with a cloud-based DNS. Adding in training, slower deployment and adding headcount to manage, the CloudFloorDNS solution offered much more bang for the buck. Overall it was an easy decision.

WHY WE FEEL VOIPLY IS BECOMING EVEN MORE RESILIENT



The CloudFloor monitoring and DNS Failover has given us more insight on the performance of our

platform while providing additional redundancy. Having the capability to look at past monitoring logs and review server performance is another handy feature. Our 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 MAKING THE SWITCH TO DNS FAILOVER?

CloudFloor made everything easy and helped us with a demo and test account to ensure the solution would work for us. They worked with us to ensure everything was tested before we made any DNS changes and eased our concerns. We had a migration plan in place and a CloudFloor engineer available should we run into any issue. Migrating DNS to their Anycast DNS platform increased our DNS performance by over 600% all while adding more flexibility.

ANYTHING ELSE ON THE HORIZON WITH CLOUDFLOORDNS?

We’re very happy with the DNS platform and VOIP monitoring / failover services. We are investigating the GEO DNS services for delivering users to the closest server cluster which should also reduce latency as we expand globally.

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>.

