



Customer
Dstny for Service Providers NL



Website
www.dstny.com/for-service-providers



Location
Netherlands



Industry
Telecommunications

Customer Profile

Dstny for Service Providers NL is a leading player in the secure cloud communications sector, offering a wide range of comprehensive cloud collaboration solutions.

Objectives:

- Assist existing and new customers to migrate to Microsoft Teams Direct Routing as a Service.
- Simplify the deployment of a Direct Routing service.
- Ensure scalability to accommodate growing customer and market demands.

AudioCodes Solutions

- [AudioCodes Live Platform](#)

Benefits:

- Simplified delivery of a hosted Microsoft Teams Direct Routing service.
- Streamlined management through advanced automation.
- Enhanced productivity with applications and devices for an end-to-end experience for Microsoft Teams Phone.

Dstny for Service Providers NL

AudioCodes Live Platform helps Dstny for Service Providers NL optimize their Microsoft Teams Direct Routing service delivery

Executive Summary

Dstny for Service Providers NL looked to optimize their services by replacing their existing session border controllers (SBCs) with a new and efficient Direct Routing delivery, and opted for [AudioCodes Live Platform](#) and [AudioCodes Routing Manager \(ARM\)](#) for a scalable, cost-effective solution with seamless Microsoft Teams integration. By utilizing AudioCodes managed services, Dstny for Service Providers enabled Odido, formerly T-Mobile Netherlands, to deliver a robust and scalable Teams Phone solution, ensuring reliable service for their customers across multiple platforms.



Background

Dstny for Service Providers had already delivered their Unified Communications as a Service (UCaaS) solution to Odido to ensure a cohesive experience across fixed and mobile services. As customer demands for Microsoft Teams Phone support gained momentum, Odido sought to enhance their offerings for customers to include Teams telephony.

Dstny for Service Providers' mission was clear – deliver a scalable Teams Direct Routing solution to Odido to enable seamless PSTN connectivity. However, their existing SBC infrastructure needed further optimization to ensure the automation necessary for a customer-centric experience and manual onboarding became unrealistic in an era where seamless connectivity is essential.

Dstny for Service Providers' mission was clear – deliver a scalable Teams Direct Routing solution to Odido to enable seamless PSTN connectivity.

Dstny for Service Providers aimed to streamline operations a step further by leveraging configurable APIs, enabling seamless integration with their existing operations support system/business support system (OSS/BSS). This integration was designed to automate various facets of their services, ranging from order intake and technical provisioning to billing. It marked a transformative journey towards their next phase of operational efficiency and customer excellence.

Objectives

Dstny for Service Providers established critical objectives that included:

- **Scalability:** Optimize a solution capable of accommodating a growing customer base and future growth initiatives.
- **Implementing Cost Reduction:** Execute strategies to minimize expenses and optimize operational efficiency.
- **Streamlining Management:** Ensure efficient solution management and seamless API integration, especially for Microsoft Teams customer onboarding.
- **Enhancing Customer Experience (CX):** Introduce innovative voice services to elevate customer interactions and support the end-customer base.
- **Fostering Sustainable Operations:** Cultivate sustainable growth and establish secure, controlled access for day-to-day operations.

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Solution

To improve their Direct Routing services, Dstny for Service Providers strategically adopted AudioCodes Live Platform.

Live Platform incorporates AudioCodes Microsoft-certified SBC technology, serving as the bridge between Microsoft Teams users and local PSTN or SIP trunk providers, ensuring a flawless communication experience for all parties involved.

To improve their Direct Routing services, Dstny for Service Providers strategically adopted AudioCodes Live Platform. This decision facilitated seamless connections with existing and new Microsoft Teams customers, resulting in a significant enhancement to their service portfolio.

AudioCodes Live Platform is a Software as a Service (SaaS) platform designed to empower service providers and partners in delivering voice connectivity to their business customers effortlessly. Live Platform accelerates customer onboarding through advanced automation and management tools, enhances managed service offerings for existing and new customers and provides high-quality voice and video collaborations on a per-user per-month subscription basis, ultimately reducing Total Cost of Ownership (TCO). Live Platform incorporates AudioCodes Microsoft-certified SBC technology, serving as the bridge between Microsoft Teams users and local PSTN or SIP trunk providers, ensuring a flawless communication experience for all parties involved.

To address Dstny for Service Providers' need for centralized session routing control, AudioCodes offered AudioCodes Routing Manager (ARM). The use of this solution stemmed from their urgent need for a centralized solution to update routing efficiently across all SBCs. ARM emerged as the perfect fit, offering control over routing decisions across Dstny's entire voice network and providing an integrated approach to meet their evolving operational needs.



Results

By leveraging AudioCodes Live Platform and ARM technologies, they achieved their goal of offering hosted Direct Routing services, empowering staff to focus on core activities while maintaining an adaptable platform.

"The synergy achieved through our partnership with AudioCodes perfectly resonates with Dstny's competitive strategy and our mission of 'strong alone, better together'. The partnership empowers us to focus on core operations, while optimizing technical resources for a dynamic, adaptable, and future-proof service platform for Microsoft Teams."

Guy Van Vilet,
General Manager
Dstny for Service Providers NL

Dstny for Service Providers saw a significant improvement to core routing, allowing them to seamlessly offer Microsoft Teams Direct Routing alongside their own existing UCaaS platform. AudioCodes Live Platform drove cost reduction and operational streamlining, transforming onboarding for new customers and replacing the hosted PBX platform, resulting in substantial savings.

Collaborating with AudioCodes helped Dstny for Service Providers to offload their own resources with a full managed services platform and build a multi-platform solution for Odido. By leveraging AudioCodes Live Platform and ARM technologies, they achieved their goal of offering hosted Direct Routing services, empowering staff to focus on core activities while maintaining an adaptable platform. ARM transformed Dstny for Service Providers' communication capabilities by automatically routing all communication flows securely, enhancing efficiency and effectiveness for customers in modern working environments.

The successful collaboration between Dstny for Service Providers and AudioCodes has not only optimized efficiency and expanded service offerings but has also laid the foundation for continued growth and innovation in the dynamic world of communication technology.

Want to learn more about AudioCodes Live Platform?

Visit our website and discover how Live Platform streamlines Teams Phone service delivery.

LivePlatform

LEARN MORE

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