Company: Teligent IP

Industry: SIP Communication Solutions

Location: Austin, Texas

Helping Teligent Balance Network Loads and Optimize Capacity

Teligent is a global managed services and enterprise solutions provider based out of Austin, Texas that specializes in providing custom-made SMS, messaging, cloud communication, and call center solutions to customers in the U.S. Founded in 2000, Teligent helps companies and individuals redefine their communication systems. Teligent primarily uses Session Initiation Protocol (SIP) to host communications services on their servers, while also guaranteeing high levels of security and encryption.
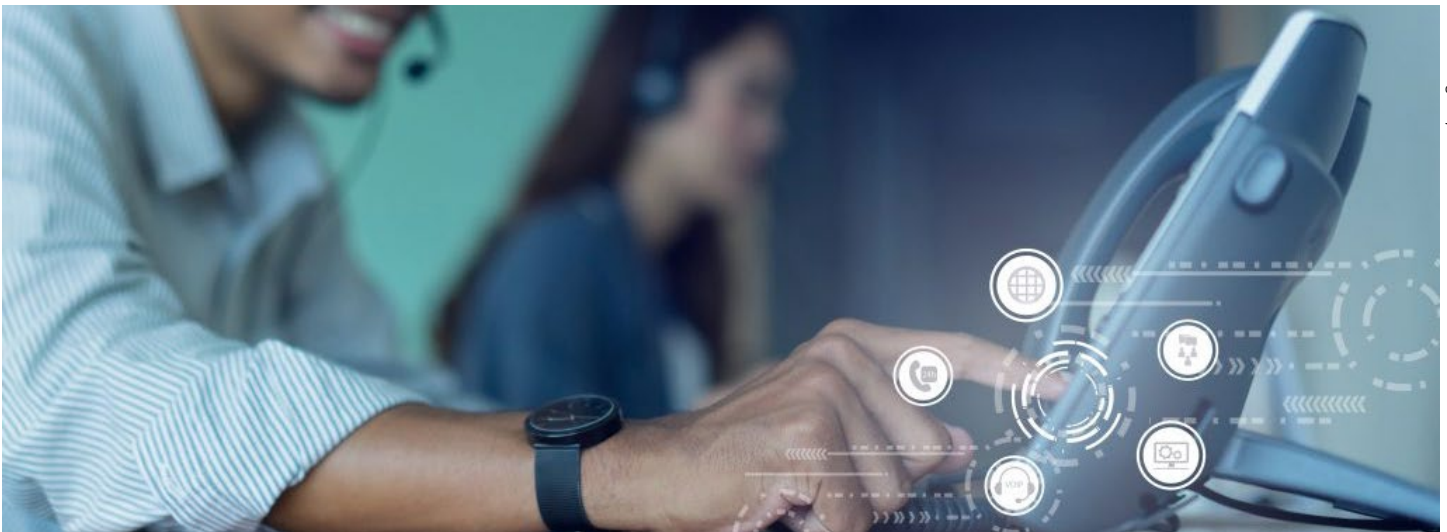
The Problem

Teligent routinely routes massive volumes of customer and client communication through its data centers in order to deliver their primary service. While it was capable of doing this before Cyberlocke's involvement, it was beginning to run into problems with scaling and volume. As the number and size of Teligent's clients increased, so did demand on its servers, making it clear that efficiency would soon have to be increased.

Data traffic was also an issue for Teligent, as its data routing was more complex than it needed to be to provide their service. Customer calls and communications did not always travel through these systems in the simplest possible way, leading to losses in overall efficiency. Teligent worried that this loss of efficiency might at some future point lead to a loss in quality of service, as its servers became more and more overwhelmed.

In addition, due to increasing rates of hacking and business-targeted cybercrime across the U.S., Teligent also wanted to increase the level of its network security. With incidents of hacks and ransomware on the rise, an increasing number of companies are doubling down on cybersecurity in an attempt to insulate themselves from disastrous privacy breach outcomes.

The Solution

By leveraging Cyberlocke's extensive knowledge in consolidating and expediting data flow, Teligent was quickly able to optimize its data routing,

providing stability and higher load capacity for the entire network. By centralizing Teligent's data operations into two data centers, Cyberlocke was able to save the company money and increase its operational limits.

Cyberlocke's expert engineers were able to balance Teligent's network load, allowing its to spread out traffic across the company's hardware. Not only does this load balancing increase call capacity and efficiency, it's a scalable solution that will ensure Teligent's hardware won't get overwhelmed as its client list grows.

"Cyberlocke has been able to customize a consolidation solution for Teligent," said Melissa Schwass, COO and VP of Services at Cyberlocke. "By routing all inbound and outbound communication through central data centers, we've been able to dramatically increase Teligent's network capacity. Secure SIP tunnels now connect each customer location, sending all that traffic to be load balanced at Teligent's backend servers."

About Cyberlocke

Cyberlocke is a comprehensive, full-service IT services provider that architects and implements efficient and secure solutions for enterprise customers and their data centers. We specialize in security, cloud, managed services, and infrastructure consulting. Our goal is to drive productivity, increase security, improve operations, and ultimately drive business value to the data center.

Security: The solutions architects at Cyberlocke have been securing enterprise infrastructures for decades. Combining forward-thinking leadership, strong partnerships with cybersecurity solutions vendors, and our expert network technicians, we defend digital assets while keeping customers aligned with business goals.

Cloud: Cyberlocke offers a complete suite of cloud services. Combining forward-thinking leadership, strong partnerships with leading cloud service providers, and a top-notch team of seasoned architects, we deliver solutions that ensure customers reap the benefits of cloud computing.

Managed Services: Managed Solutions that Work Together to Improve the Productivity and Performance of Your Business.

Infrastructure: IT infrastructures require substantial investments that often negatively affect cash flow and fail to deliver a good ROI. Although public clouds offer huge CAPEX savings, not everyone wants to go that route. Those who do rarely ever go all in, choosing to keep sensitive business processes on-premise.