Accelerating Global Voice Connectivity

Learn how to scale and accelerate your growth globally with enterprise-level carrier services.

TELNYX

What's inside

Don't Let Telephony Limit Your Growth

Businesses are growing globally at an ever-increasing pace. Internet services and tooling has broken down geographical barriers, enabling companies to reach a global audience easier than ever before.
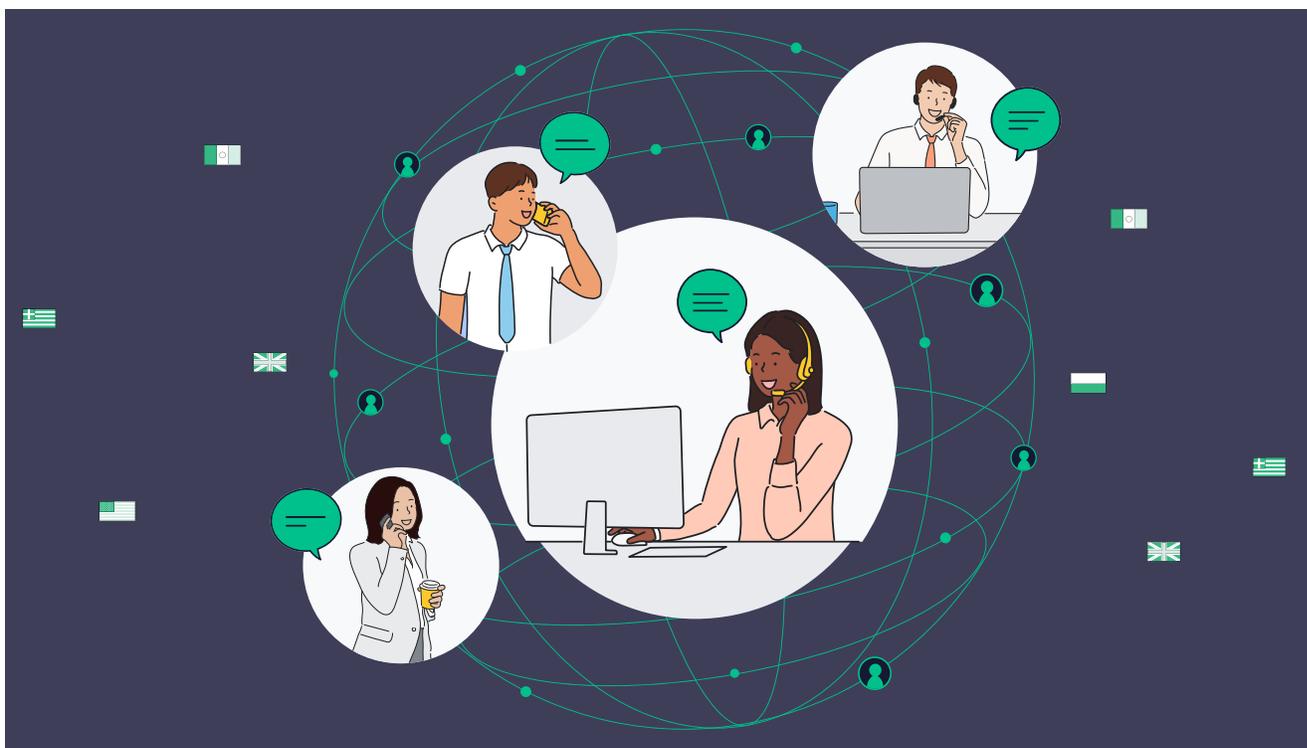
Why then, are the scaling of telephony services frequently a limit factor on fast-growing companies?

Whether you're trying to expand your telephony services to meet demand in new markets or simply looking to get your phone networks in new offices up and running quickly, it can very soon become painful. Everyone faces the same infrastructural headaches in trying to expand quickly and cost-effectively.

Scaling telephony across dozens of countries requires multiple carrier agreements, changing regulations, complex routing and massive operational overhead. Companies hit barriers in trying to scale the process of choosing a new provider in each new territory and building those new relationships from scratch.

What's the solution? Choose a single, global provider that lets you bypass all of this complexity so you can continue to focus on what you do best.

Build on a Global Foundation

Choosing the right partner for your business is always a tough decision. You depend on their expertise for managing systems and their ability to deliver high-quality services. Selecting a partner in executing your global rollout certainly entails some risk and that decision must be made with an eye to the future.

Can your provider grow with you as you scale your business? Does your provider fully support voice service in your target markets? Will your provider evolve alongside your users' needs and preferences? Will your provider be at the forefront of technology trends?

Choosing correctly means embedding great voice service, taking that service to new markets and freeing up your engineering team to add value in other ways. On the other hand, a poor choice can leave your organization hampered by retrograde technology and hemmed in by an inflexible contract.

To be successful, your provider needs the correct technical foundation and true local coverage in the markets your business is trying to target.

CPaaS

You built your communications in the cloud. Tying it to legacy telecom is to be bound to outdated hardware and inflexible network operators. Instead, choose Cloud Communications or Communications-Platform-as-a-Service (CPaaS) for real-time conversations that are embeddable, configurable and internet-centric.

The internet is the fabric that connects devices, browsers, applications and clouds where communications originate today. CPaaS provides the technical means for programmable connectivity, meaning API-powered communications, configurable to your use case and embeddable into applications and browsers. However, ensuring your provider is backwards compatible with the PSTN means that your business is fit to serve both current and future markets.

Private network

While the internet is the most effective medium to scale online communications to anywhere in the world, it isn't sufficient to provide a high-fidelity, secure experience.

Did you know that data sent over the public internet can cross as many as 30 different networks? Each new network is another opportunity for a man-in-the-middle attack and compromised connections. Additional hops also degrade call quality because of additional latency and lost data.

CPaaS built on private, facilities-based infrastructure can provide connectivity that is more reliable, more secure and more global than what the public internet can support. That's why optimally designed networks consist of multiple points-of-presence deployed globally that pull calls and data off the public internet and route them along our private IP fiber.

Facilities based infrastructure

The current public infrastructure for communications is insufficient. The legacy PSTN can't support the way modern internet-centric systems operate, wireless networks remain expensive and limited, and the public-internet is a best-effort network that introduces quality and security issues.

Only facilities-based communications networks and cloud-agnostic telephony engines have the technical capacity to support real-time digital communications at scale. No amount of retrofitting the internet or the PSTN will result in the clear and global communications that modern users demand.

Numbering and Telephony assets

Having true local coverage means having quick access to telephony assets in target markets. Telnyx offers an extensive number inventory that is easily accessible through the Mission Control portal or via API.

Both geographical reach and access to number types are indicators of truly global telephony players. Providers should maintain a database of owned number assets with facilities for customers to easily search for, purchase and provision these numbers. Telnyx has pursued this strategy of owned assets in all markets, and our number selection is expanding every day.

Licensed carrier privilege

International service requires more than a number to connect the call. Ensure your international carrier supports backwards compatibility with the local PSTN and compliance with local regulators. This is key across the domains of local termination, caller ID and emergency services so that you avoid hitting any major delays down the road.

Your carrier needs to operate within the existing paradigm and support interoperability with local incumbent providers. That's why Telnyx is perfectly positioned to be your partner in taking your voice services global. For personalized solutions or troubleshooting, we can intervene with local regulators because of our status as a licensed carrier.

At Telnyx we are truly building something new — a software-driven telco designed for the future.

Choose a Software-Driven Partner

CPaaS delivers the reliability, security and global reach of legacy telecom in the language of web development and application design. High-fidelity, global internet communications are a reality today, but your CPaaS provider will also be responsible for steering your business through future changes in the cloud communications market.

The market for cloud communications is still young, so choosing a partner that can shape the market on your behalf positions your business for success in the future. Select a CPaaS partner with a culture of innovation committed to your growth. Your provider is your source of communications expertise who you'll rely on to be at the forefront of technology needs.

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Elastic SIP Trunking

Our SIP Trunking solution has been designed for making and receiving calls globally across our network, purpose-built for reliable, enterprise-grade voice services. With infrastructure that scales on-demand, this allows you to instantly provision voice connectivity. Start to take control with our self-serve portal or configure your connections via API.

Extend your global footprint and unlock the ability to reach any voice and SMS enabled number in the world. Our unique carrier infrastructure, tier-1 interconnects and points of presence at major hubs around the world, means better speed, security and reliability at lower costs. Scale at speed with transparent pricing, where you only pay for what you use with automatic volume and commitment discounts.
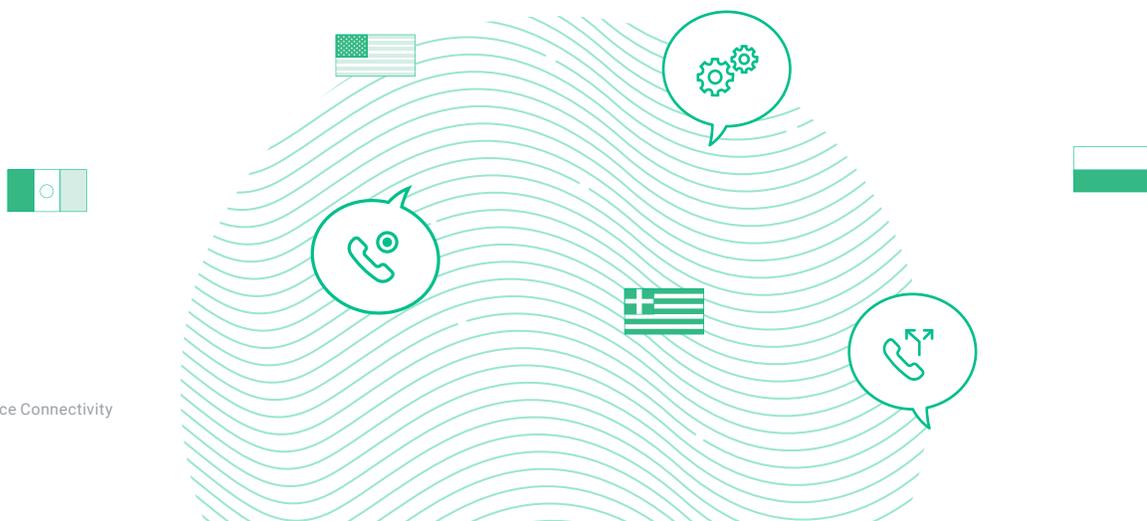
Global IP Network

Our global network has points of presence (PoPs) at major hubs around the world. However, what's more important is the network that connects them. Most providers traverse your packets over the public internet where they are susceptible to packet loss, lag and jitter. We built a dedicated, private IP network to resolve these issues.

Our distributed network allows us to carry traffic across our global backbone, eliminating as many hops on the public internet as possible. In removing the performance bottlenecks and security issues of the public internet, we've prepared for the future of real-time communications. What's equally as important is our backwards compatibility with the PSTN while being unreliant on legacy TDM-based telecom. As a full-fledged carrier, owning the full telephony stack, we provide a higher-quality experience at a lower cost.

Networking

CPaaS bridges online technology to the future by building API-powered telecom service in the cloud and absorbing network operations into a software model. However, not all networks are built equally. We built ours on the principles of diversity, redundancy and resiliency in globally deployed infrastructure. This ensures the lowest latency and the best call quality — always.

Our cloud-agnostic approach means we never rely too heavily on any one cloud provider, so customers rest easy knowing they are protected against network failure. In contrast, other CPaaS providers build their networks on just one cloud provider, increasing the risk of network downtime. The multi-cloud, multi-region approach of Telnyx means consistently reliable call quality and availability, with the ability to securely connect your cloud environments directly to ours.

Porting

Number porting can be an extremely painful process, potentially leading to missed calls during business hours and significant operational overhead that your team shouldn't have to worry about. That's why we built FastPort, a hassle-free, automated solution for you to port all your phone numbers in just a few clicks.

Support your growing global footprint with our team full of porting experts, trained across national and international porting, dedicated to moving your numbers faster. Customers avail of free port-ins and typically cut their porting time in half with access to features like portability checking, CSR validation and scheduled cutover times. Take the complexity of porting out of your workload but stay in control with the ability to schedule, track and edit port requests with complete transparency.

Numbers and Number Searching

Purchasing and provisioning numbers in dozens of countries typically involves multiple carrier agreements, complex routing and location-dependent regulations - none of which you want to worry about. You need to deal with a global carrier that can provide you with instant access to the numbers you need and can use existing relationships to solve issues on your behalf
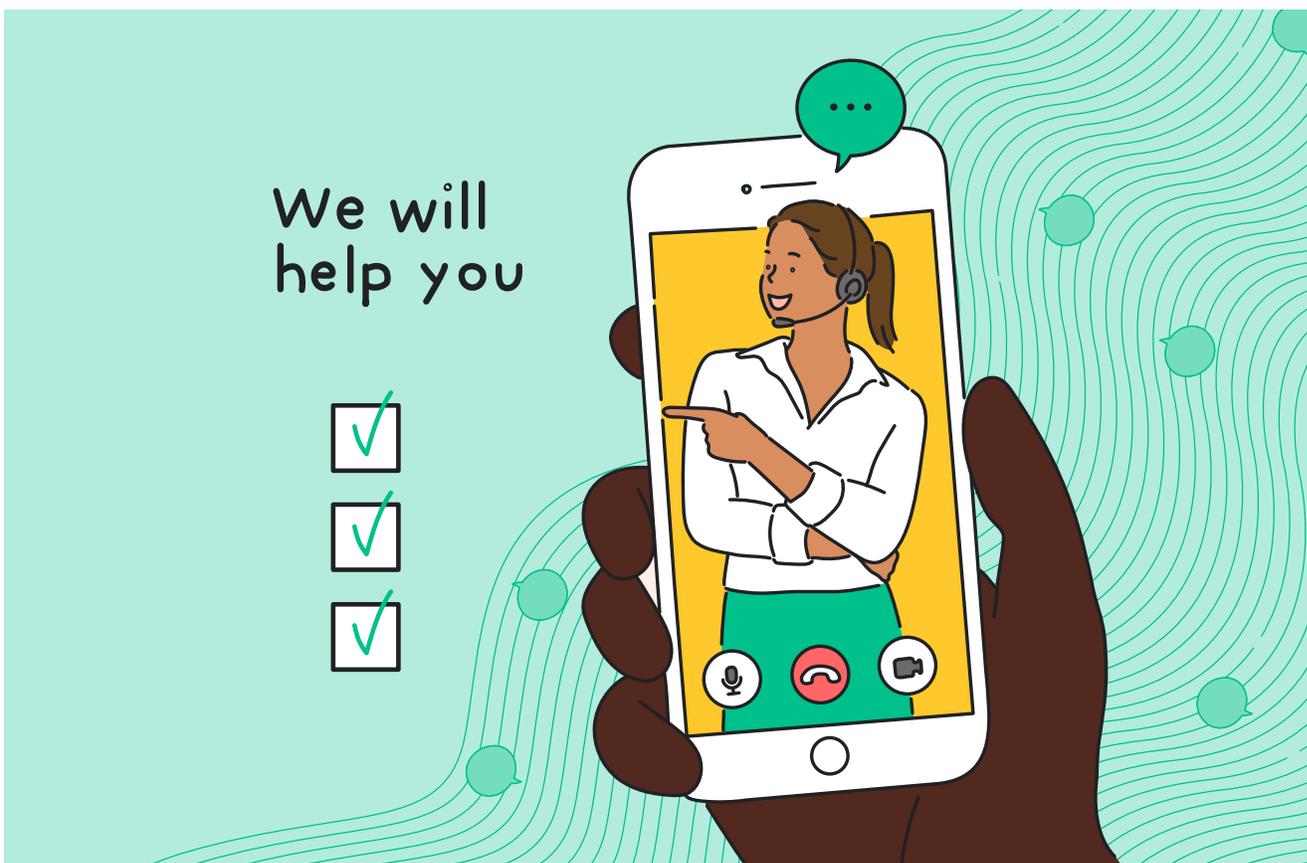
Telnyx makes it easy. Instantly provision local, national and toll-free numbers globally. As an enterprise-grade carrier, we have a deep phone number inventory in over 60 countries. Access our inventory through advanced searching in our portal or via API, so you can easily find and purchase the number type, features or patterns that you need to fit your use case.

A Partner in Driving Growth

As you try to scale your telephony globally, choosing the right provider will define your speed to success. Freeing your team from unnecessary complexity and overheads allows them to add value where it's really needed.

In Telnyx, you have a partner with your best interests at heart. Keep your customers happy with voice services you can depend on and engineering support, always on hand when you need it most. Moreover, you're choosing a partner designed for the future of communication that will continue to grow and innovate to match your needs internationally.

24/7 Support and Dedicated Customer Success

Your CPaaS provider is your communications partner, which requires a mature support organization that is both responsive and proactive. One of our driving forces is the delivery of unparalleled support services, that's why our team of in-house engineers is available around the clock via email, phone or chat.
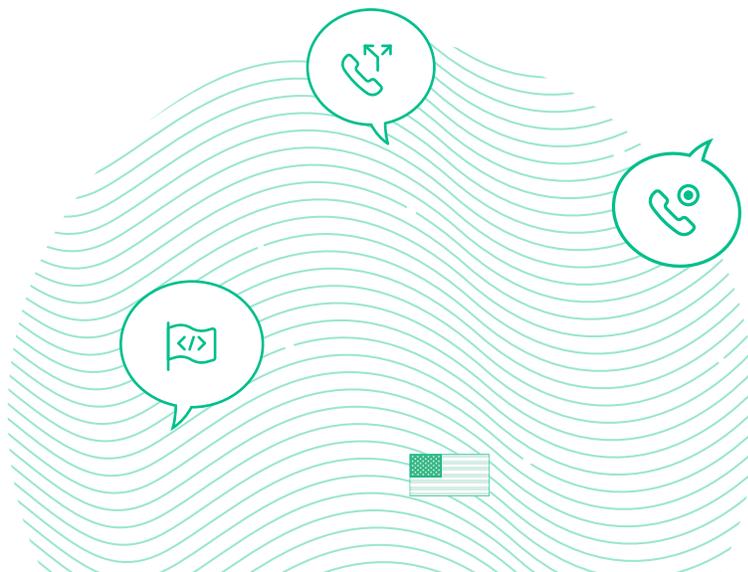
Telnyx customer success proactively works to optimize configuration, helps customers implement new features and advocates for customer needs internally on product roadmaps. Maintaining this close relationship with engineering ensures that your needs are met without delay.
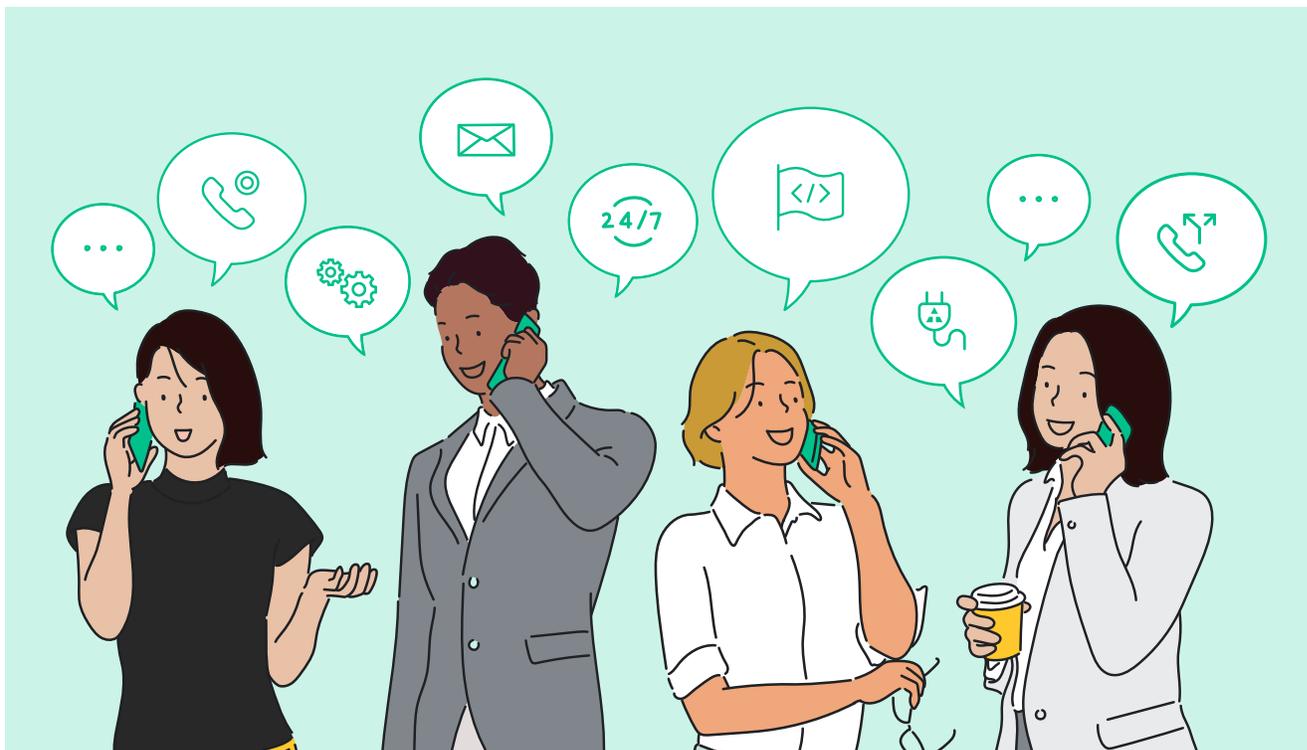
Break down the implementation barriers

Telnyx provides the complete feature set you need to drive shorter implementations. Our platform is completely configurable, so you can use these features how and when you need them. Allow us to handle all the complex routing and give you the controls you need through API calls, SDKs and the Mission Control portal.

Simple and streamlined number porting and purchasing processes enables you to bring new customers online faster, and minimize end-user service interruption when bringing customers over from competing applications and providers. Through Elastic SIP trunking you are then empowered to get telephony systems up and running anywhere in the world.

Ultimately, the Telnyx platform gives you control and conforms to your business model and growth, not the other way around. This means you can add new features and services, plus access new markets faster and at a lower cost.

Connectivity made simple

Telnyx is an enterprise-grade carrier network with our own platform and a private backbone that supports our voice and SMS APIs.

Our APIs are built by developers, for developers. So you can build high-quality voice and messaging capabilities into your existing apps with ease, from setting up phone numbers to managing call flows and more. Simple setup with high reliability — this is communications done right.

The entire Telnyx network is built on in-house infrastructure to lower per-number and per-minute rates, helping businesses cost-effectively scale. Plus, by working directly with a carrier like Telnyx, you eliminate the middlemen from your communications path, unlocking additional cost savings, higher quality and better support for your business.

Contact our Sales team to learn more about how migrating to Telnyx will save you time and money.

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