ProSBC™
by TelcoBridges

Case Study

CT GROUP SOLUTIONS GROWS BUSINESS OFFERING FOR RELIABLE CLOUD-BASED 3CX IP-PBX WITH TELCOBRIDGES PROSBC

CT GROUP SOLUTIONS
Efficiency Through IT

Summary

CT Group Solutions, an information technology services firm based in Perth Australia recently expanded their business with hosted 3CX IP-PBX services. After an exhaustive selection process, they chose TelcoBridges ProSBC, deploying redundant virtualized SBCs in three of their data centers. Decisive benefits for CT Group included ProSBC's subscription business model, traffic routing capability and security features.

Background

CT Group Solutions is recognized as a leading premium Information Communication Technology support partners within the Professional Services sector, as well as one of the fastest growing dedicated managed service and private cloud providers. With clients in the legal, financial, insurance, medical, and property markets, CT Group provides the tools to drive greater productivity with cloud-based IT solutions. Based in Perth, the company has offices across Australia, including Melbourne, Sydney, Brisbane and Adelaide.

Challenges

The company had been referring their clients to existing telephony providers for SIP Trunking and IP-PBX services, struggling with service quality and reliability issues. "We saw a massive gap in the Australia market where there were few providers that we could rely on to deliver quality SIP voice services" noted Anton Thysse, Managing Director at CT Group Solutions.

As part of their client services, Anton and his team would do the fault finding and "fight the battle" with the providers on behalf of their clients, leveraging their extensive experience in network diagnosis. Often a messy affair, it became clear that to eliminate the finger pointing with providers and their clients, CT Group would need to implement their own IP-PBX service offering.

Based on their experience, CT Group chose 3CX for their softswitch, hosting instances for each of their clients in their own virtualized cloud infrastructure. To secure and manage trunking traffic from their upstream providers, CT Group needed a virtualized SBC that was scalable, reliable, and available as a subscription.

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Anton Thysse
Managing Director at CT Group Solutions

Solution

Initially evaluating TelcoBridges' FreeSBC as a candidate solution, Anton and his engineers found it a good fit for their network environment and business model. Once it was time to put clients on the network, CT Group upgraded their licenses to ProSBC, adding features, capacity, and support services from TelcoBridges. "Working with William (a TelcoBridges technical support agent), we were able to get ProSBC up and working very quickly"
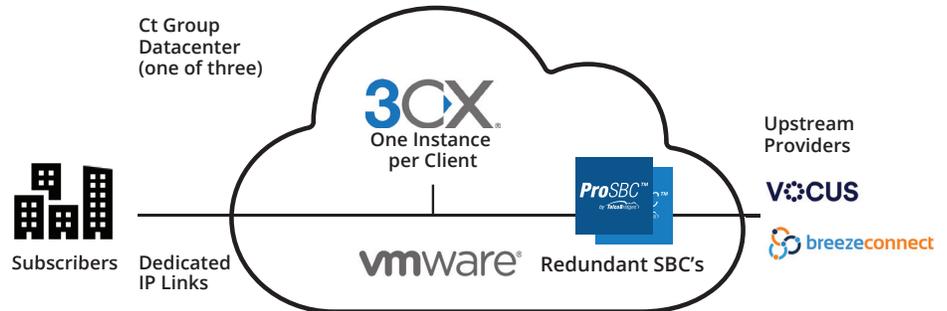
CT Group Solutions network architecture

Each of the three CT Group data centers now hosts a pair of ProSBC instances, operating in a load-balanced active-active configuration, facilitating a highly reliable calling platform.

Some of the key functions provided by ProSBC includes:

- Routing tables - directing inbound DID call traffic to the appropriate 3CX instance.
- DOS, DDOS, and TDOS protection – preventing attacks from nefarious actors
- Resilience – automatically detecting link or operator outages and re-routing traffic
- Topology Hiding – securing the CT Group network from external probes

Results

In production since mid-2020, CT Group continues to operate with two ProSBC instances in each of their three VMware datacenters.

The scalable, subscription model of ProSBC aligns with the CT Group business model, facilitating a "per-seat pay-as-you-grow" subscription for their clients.

"We did a cost analysis on ProSBC, and decided it was a great fit for our application" commented Anton.

CT Group Solutions continues to add several new business clients to their network, with significant growth accelerating in 2021 and beyond.

More on CT Group Solutions at www.ctgroup.com.au

More on ProSBC at: freesbc.telcobridges.com