



Simplifying Networks to Manage High-Volume Traffic

InComm Network Services has deployed Cataleya's Orchid One to consolidate its infrastructure and efficiently manage billions of minutes a month

InComm Network Services, a division of a leading provider of integrated point-of-sale (POS) technology solutions to retailers, has rapidly growing business that requires scalability as well as superior network performance. It serves an international customer base of retailers and aims to use technology to improve customer experience for consumers.

As part of this, InComm facilitates connectivity between national and regional network operators, which accounts for over 6 billion minutes of voice traffic a month. Its volumes continue to grow requiring it to invest in network infrastructure that can support high-traffic volumes while delivering optimum quality of experience for partners, retailers and end users.

InComm needed a unique solution that could remove the complexity from its network without compromising on quality or functionality. It chose Cataleya's Session and Application Manager (SAM) Orchid One because it was able to deliver multiple advantages that could make an immediate impact on its business.

The Challenge

InComm was challenged to scale up its network to manage growing traffic volumes while offering a superior customer experience. It was managing more minutes a month with an increasing demand for quality of service (QoS) and experience (QoE) globally. Its previous solutions could not offer real-time visibility into network performance and this made it difficult to guarantee QoS and QoE on its network.

It also needed to simplify its network to drive efficiency in its operation and streamline network management. Growing a business like InComm's can be complex in terms of network infrastructure and lead to the need for multiple solutions that require integration projects and increased resources. This can be costly, time-consuming and create both a near-term and long-term headache for network and management teams.

Already within its existing infrastructure, InComm had numerous solutions in place that required consolidation to deliver new efficiency in addition to the need for greater scalability.



End-to-end Visibility and infrastructure consolidation were a real differentiator for InComm. Orchid One offered advanced capabilities that directly translate into a better experience for customers and users. It was also able to reduce the number of network elements we would need to operate and manage in the long-term. That meant a cost reduction while offering better service. That's exactly what we wanted.

Dan Anderson – Executive Vice President & General Manager at InComm.



The Solution

InComm deployed Orchid One in its network and now has a single solution that delivers the scalability, visibility and efficiency it needs. Orchid One is able to manage over 100,000 concurrent sessions with proven resilience and continued performance under extreme conditions. This gives InComm the ability to continue to grow its minutes with confidence that its network infrastructure can manage high-volume traffic.

In addition, Orchid One gives InComm real-time visibility into its network performance and the ability to troubleshoot QoS and QoE as they happen. Instead of relying on call data records (CDRs) to monitor performance after the fact, Orchid One offers real-time monitoring with a simple graphic user interface.

InComm now has real-time insights into session, service, application, MOS/R-factor scores, network and end-to-end SLAs. This level of visibility allows it to gain a full understanding of what is happening on the network and take action in order to best serve customers and partners.

Despite these enhanced capabilities, Orchid One has actually simplified InComm's network operations and management. Orchid One combined switching, services and monitoring into a single platform. This enabled InComm to consolidate its infrastructure while benefiting from new scalability and visibility into network performance.

Benefits



Scalability

Orchid One can manage 100,000 concurrent sessions without network performance being impacted



Efficiency

Orchid One enables a multiservice environment while providing monitoring, security and other services in a single solution



Security

Increased network visibility enables traffic flow monitoring as well as a service aware firewall and dynamic trust levels



Enhanced Analytics and Reporting

Data captured by Orchid One gives operators insight into session, service, application, MOS/R-factor scores, network and end-to-end SLAs



End-to-End QoS

Orchid One gives operators end-to-end visibility from the transport to application layers



We've taken a really unique approach to solving the challenges that operators face. We focused on finding new ways to improve network visibility and give operators the tools they need to deliver the best QoS and QoE possible. The best part of adopting Orchid One is that we are making networks simpler but more powerful, more transparent but less costly. This is what customers are asking for and what we are delivering.

Jay Jayasimha, CEO at Cataleya



The Future

InComm will continue to grow its business and manage more traffic using the Orchid One session and application manager. It will be able to manage voice, video and applications as its needs grow and diversify. It will also be able to benefit from Orchid One's conversion capabilities, which include IPv4 to IPv6 as well as TDM to IP and transcoding between different codecs.

As InComm grows and develops its business in new areas, it has a solution that enables a multiservice environment and is able to scale to meet its long-term needs.

Sales Contacts:

Headquarters

New Tech Park #06-01A, Lobby A
151 Lorong Chuan Singapore 556741
Telephone: +65 3106 4020

Research and Development Center

1900 McCarthy Blvd, Suite 204
Milpitas, CA 95035 USA
Telephone: +1 408 571 2200

Email: info@cataleya.com

