

# NocTel Communications



## Reliable security and power backing VoIP solutions for executives on the go.

**People use different devices in different situations, which is what makes VoIP's positioning in the tech world so powerful.**

The robust nature of the internet, along with the growing need to stay connected are driving industry expansion. The Global VoIP Services Market is projected to reach \$140 Billion by 2021. The technology that converts voice signals into digital data that is transmitted using the internet is being utilized to connect the mobile platform to the desktop, whether it's sending your desktop phone's calls to your mobile device, or having your voicemails translated to e-mail.

Headquartered in Portland Oregon, NocTel Communications provides professional Voice-over-IP (VoIP) design solutions to worldwide customers ranging from school districts to corporations. NocTel is one of the industry's most innovative and reliable designers of Internet-based telephone services.

“Moving to an Opus Interactive data center not only proved a smooth transition, but it also eliminated all of NocTel's concerns for security and power. Whereas outages and downtime were constant sources of worry before, they are no longer a preoccupation for NocTel and its clients.”

President & CEO  
NocTel Communications

### About Opus Interactive

Founded in 1996, Opus Interactive provides cloud hosting, managed services and colocation from Tier III+ data centers in Hillsboro, Portland, Silicon Valley, and Dallas.

Through close partnerships with industry-leaders and a commitment to customer satisfaction, Opus Interactive has earned a reputation for customized IT solutions that fit unique requirements for equipment, scalability, budget and future growth needs of its customers.

Headquartered in Portland, Oregon, Opus Interactive is an accredited member of the International Managed Services Provider Alliance and is PCI-DSS, HIPAA, and SSAE16 audited.

- Cloud Hosting
- Colocation
- DRaaS & Backup
- Hosting
- IaaS



## Customer solution at a glance

### SERVICES

- 48U Full Cabinet
- Redundant A/B Power
- Redundant Metered PDUs
- High-Density Green Power

### NETWORK

- 50Mbps burstable to 1Gbps
- Multi-Homed Resilient Internet
- Low Latency

### BUSINESS BENEFITS

Creates a reliable, scalable deployment model for the future.

VoIP allows operators to provide cheaper communication services to an ever-expanding global consumer base. In 2012, the corporate consumer VoIP market registered 98.9 billion subscribers. Future Market Insights (FMI) forecasts an increase to around 204.8 billion corporate consumer users by 2020. The need to deliver seamless connectivity to a growing base of users interested in video sharing, screen sharing, file sharing, video and voice calls, instant messaging, CRM integration services, and virtual number service can present a challenge to solve for continuous and secure connectivity.

## THE SITUATION

As their business continued to expand, NocTel Communications faced significant challenges. First among them was security: when dealing with prior data centers, security and data integrity were a constant concern. Additionally, NocTel wanted to ensure that they would have enough power to support their servers at their new location, and sought to minimize or eliminate downtime during the move to a new data center.

## THE CUSTOMIZED SOLUTION

Opus Interactive Data Center's nine different security checkpoints between all equipment and the building entry put to rest NocTel's security concerns. "During the move, Opus Interactive supervisors were on site with us around the clock for the first few days. This was a big contrast to other data centers who hand you the keys and walk away."

Opus Interactive provided a highly secure 48U full cabinet in a secured cage with two factor authentication. The 48U secure cabinet provided NocTel with extra rack units over the competition who typically standardize on 42U cabinets. The extra space ensures future scalability in addition to the fact that the higher provisioned power (up to 20kW) per cabinet further eliminates concern for higher density infrastructure additions over time. Redundant A/B 208V 30 amp Three-Phase power was provisioned along with redundant metered power distribution units (PDU's) were provided. Redundant 1Gbps network drops were also provided to maintain the high level of resiliency that was designed for NocTel to meet their overall requirements.

## RESULTS

- ✓ Sustainable solution
- ✓ Better security
- ✓ Scalable power and high density
- ✓ 100% uptime with SLA Guarantees
- ✓ Resilient power and network

"We're all about providing colocation solutions that provide 100% uptime with security and resiliency as part of the design. For NocTel we exceeded their security requirements and provided a solution that allows them to focus on their customers and not worry about the security and uptime of their datacenter services."

Chief Executive Officer  
**Opus Interactive**

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