Dialogic

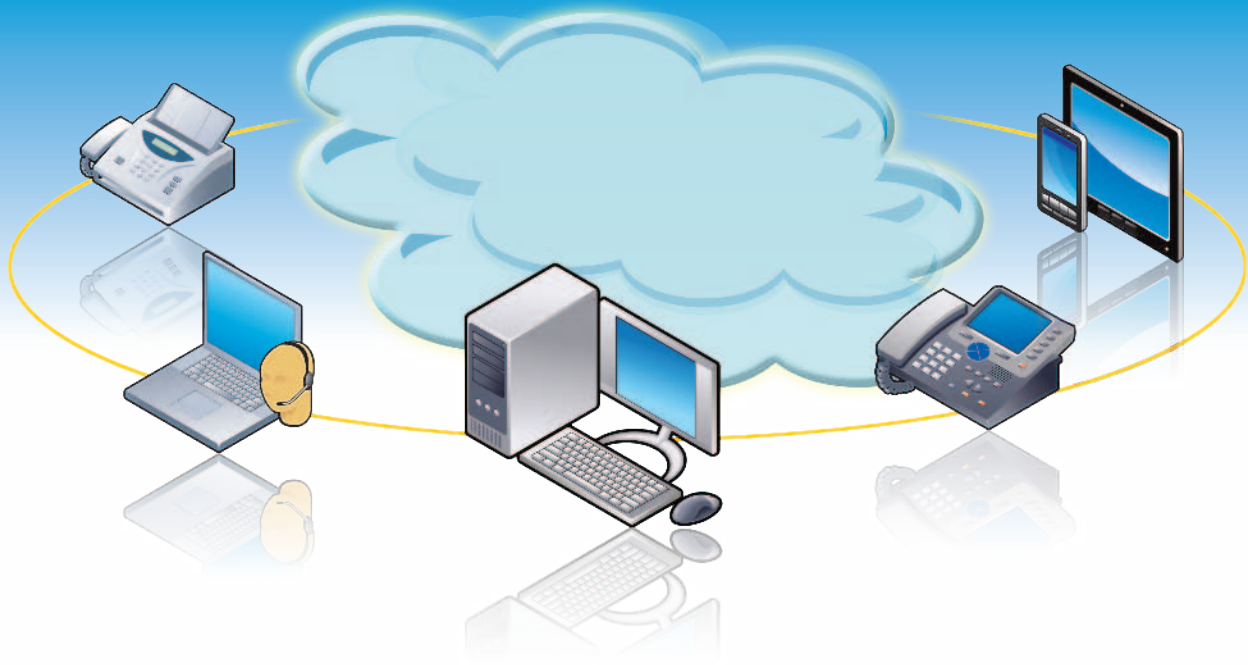## Dialogic and Cloud-Based Communications Services

Built on
Dialogic

Dialogic and Cloud-Based Communications Services

Dialogic® products and services enable and support enterprises and service providers as they make the transition to cloud-based communications services. Traditional on-premise enterprise solutions are now being delivered through cloud-based deployments by service providers, allowing them to increase the range of services they offer. At the same time, enterprises can reduce equipment and maintenance costs. New service providers are also entering the market to deliver focused services from cloud environments, some of which were traditionally premise-based.

A Wide-Range of Services

Cloud communications services can range from Voice over IP (VoIP) to PBX and Unified Communications (UC) that require voice, fax, video, and data. Other services now in "the cloud" include contact centers, Interactive Voice Response (IVR), outbound notification, audio and video conferencing, and Mobile Value Added Service (MVAS) delivery.

Building Cloud Communications Solutions

Dialogic can enable cost-effective cloud-based communications services as alternatives to premise-based services with media processing and gateway products that are field-proven for reliability and easy scalability and support advanced features such as video and HD voice.

Dialogic® PowerMedia™ Host Media Processing (HMP) Software enables service providers to quickly and cost-effectively create high-value voice and video services for the cloud.

An IP media server based on PowerMedia HMP can be deployed in a service provider environment to deliver messaging, IVR, announcements, contact center applications, conferencing, voice mail, speech, MVAS, and a wide variety of other cloud-based communications services. PowerMedia HMP also enables video versions of many of these applications, and can be deployed as part of an IP Media Subsystem (IMS).
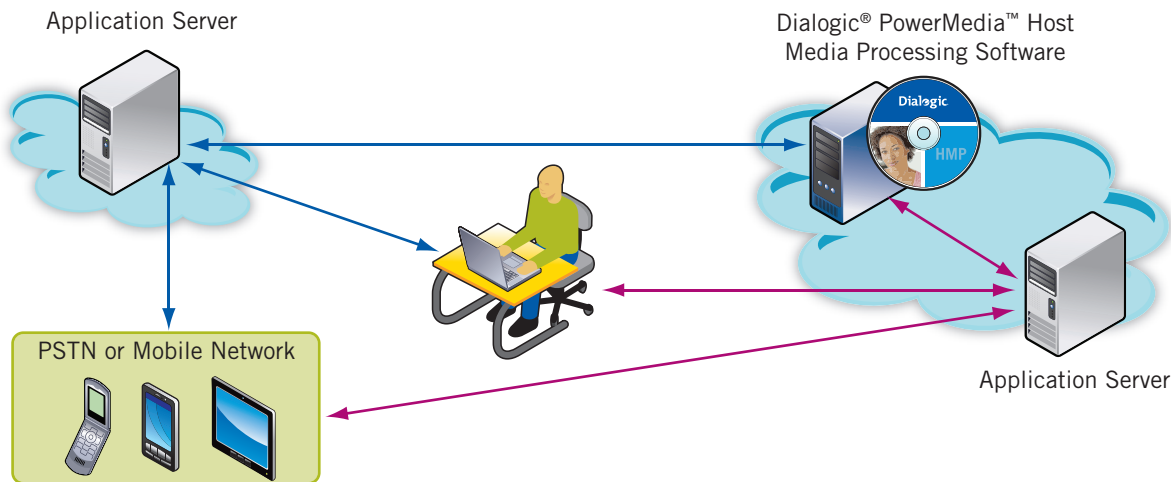

Figure 1: Dialogic® PowerMedia™ Host Media Processing Software supports the development of services in different locations, opening up new market opportunities.

Connecting and Securing Cloud Communication Solutions

Service continuity is a key requirement for service delivery. Dialogic® BorderNet™ products are excellent choices for providing connectivity options to and from a cloud environment with demonstrated reliability, scalability, and ease of administration and maintenance.

- **Dialogic® BorderNet™ 2020 Integrated Media Gateway (IMG)** provides media transcoding and IP signal interworking for an application platform on which a service provider has chosen to develop and deliver cloud-based services.

- **Dialogic® BorderNet™ 3000 Session Border Controller (SBC)** promotes the rapid introduction of highly desirable new services at a low cost in mobile and fixed IP networks. The BorderNet 3000 SBC delivers secure interconnection across SIP borders along with a powerful integrated tracing capability for advanced troubleshooting.

- **Dialogic® BorderNet™ 500 Enterprise Session Border Controller (ESBC)** provides enterprise-focused SBC functionality for cloud-based services at the enterprise edge, including seamless and secure firewall traversal and QoS monitoring. The BorderNet 500 ESBC also provides hybrid gateway and rich media gateway capabilities in a single box.
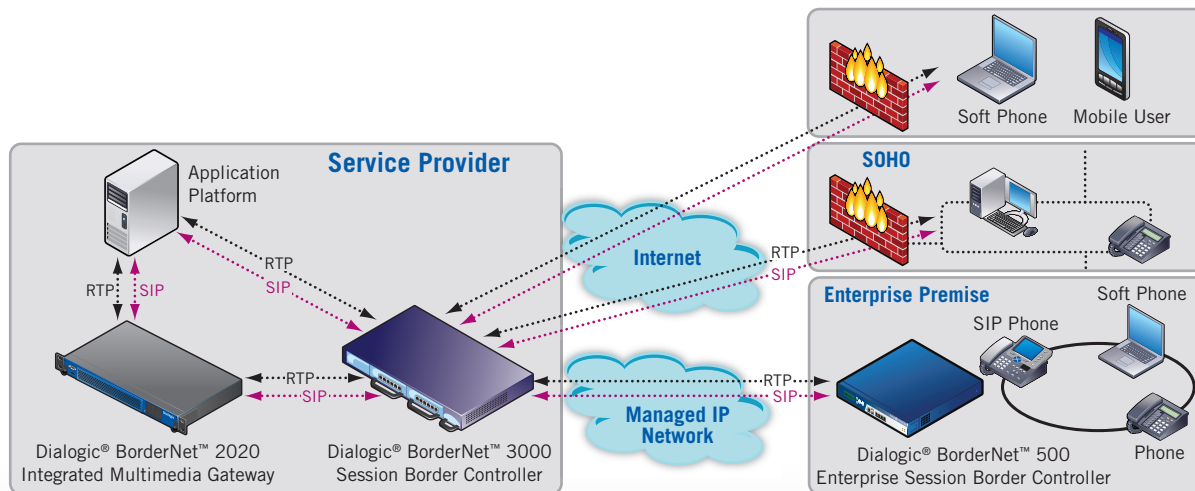

Figure 2: Dialogic® BorderNet™ Products in an Example Deployment

Enabling Cloud-Based Mobile Services

The Dialogic® DSI Signaling Web Server (DSI SWS) enables the rapid development of cloud-ready applications that take advantage of key technologies in the mobile network, such as Short Message Service (SMS), Location Based Service (LBS), and Unstructured Supplementary Service Data (USSD). The DSI SWS also provides access to service-specific functionality through a focused RESTful web services API using an XML payload, which allows for easy integration and a wide choice of programming environments.

Connections are established and requests are initiated to appropriate network elements in support of messaging and location-based services as needed.
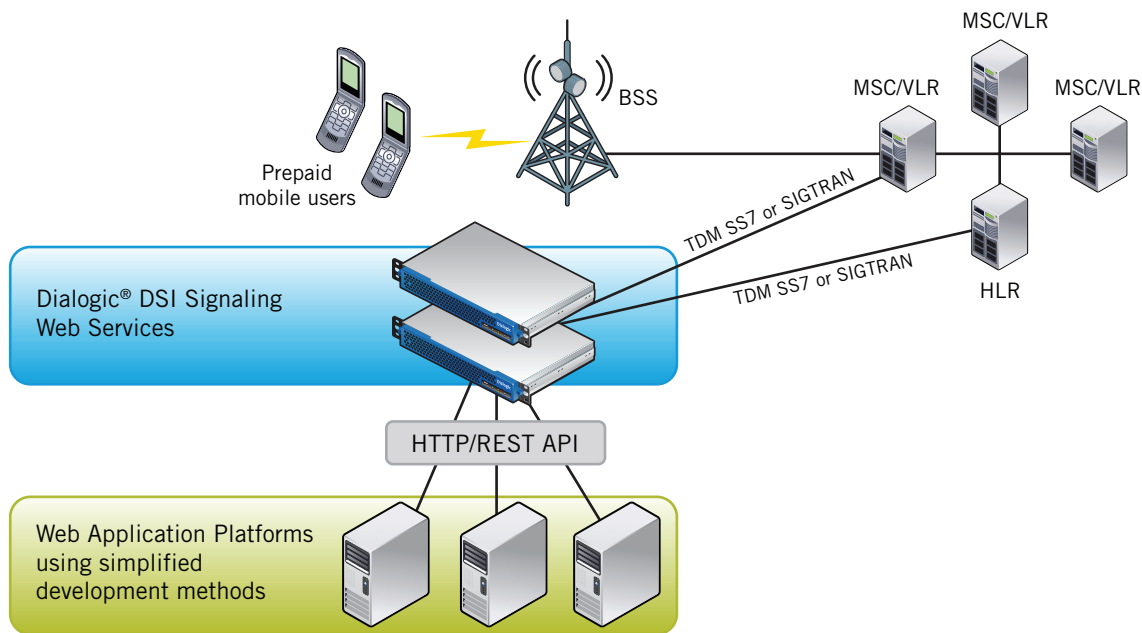
Figure 3: Example Network Architecture using Dialogic® DSI Signaling Web Services (DSI SWS)

For More Information

Enterprises can enjoy reduced CAPEX and OPEX with cloud-based communications services, while service providers can use the cloud to find new revenue opportunities. Dialogic products can help by providing field-proven service continuity, media and signaling functionality, security, and easy scalability. Learn more about Dialogic® products and solutions for the cloud at http://www.dialogic.com/Solutions/Cloud-Communications.aspx.

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