



# Growing & Scaling with 2600Hz

## Case Study

A Look At How KAZOO Solved  
IP Telecom's Scaling Challenges.

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# IP Telecom's Story

## About IP Telecom

In 2010, a group of professionals from the IT and Telecom industries decided it was time to see telephony done right. With an award-winning Hosted PBX platform and decades of combined engineering, telephony, and business experience, IP Telecom has quickly become the leading VoIP provider for organizations of all sizes. Based in Dublin, Ireland, IP Telecom recently expanded into data, offering fibre and broadband connectivity to Irish Business as well as Hosted Voice Solutions.

## The Challenge

Several years ago, IP Telecom was offering an in-house Asterisk based hosted PBX solution. However, they started running into scaling issues. Initially, they were able to solve the problem by doing a lot of work with Kamailio to load balance between multiple Asterisk instances. While they were able to deal with the problem of scaling just voice calls, it was a much more difficult for other important features. They were not able to scale presence across multiple boxes and data centers, conference bridges, and many of the other features customers expect, which were trickier to scale than initially thought.

## Finding a Solution

During this time, IP Telecom CTO Brian Chamberlain had been following a few industry-related mailing lists and there was a lot of chatter about 2600Hz's open core platform that is now known as KAZOO. When Brian started exploring the solution, he was completely blown away by how unique it was being open source, and that everything was exposed as a RESTful API endpoint. Brian and his team decided to take a deep-dive look into the platform and dedicated time to explore the technology in detail. In the end, Brian and his colleagues were extremely impressed by the platform's potential to solve their scaling challenges and were ready to jump on board.



## The 2600Hz Difference

Along with the fact that 2600Hz offered a unique solution that fit their needs, Brian and the IP Telecom team saw 2600Hz's passion for telecom from day one which gave them confidence in the company and in KAZOO. Brian says, "Darren Schreiber [CEO and Co-Founder of 2600Hz] is probably the most amazing telecom person I've ever come across and the passion he has for telecom is infectious. It is evident in everyone we deal with in 2600Hz."

From the solution to the people of 2600Hz, Brian says working with 2600Hz is great. For a company dealing with so many customers, he and his team appreciate the attention they receive. For example, when they report bugs, they are communicating with the senior engineers and developers who built KAZOO. They look at the issue and push out hot fixes or new releases in a short period of time.

## IP Telecom's Success

IP Telecom wanted to build a platform that would scale with their business, which is why they chose KAZOO – and they are very happy with the decision they made. KAZOO has fully delivered a solution for IP Telecom's challenge of scaling their hosted PBX solution. They have grown from 100 customers in a single data center to thousands across multiple data centers today. Not only do they have a fully elastic cloud platform that can be scaled on demand, but IP Telecom can easily offer customers the features and functionality they need through the APIs, such as delivering call statistics over WebSockets.

In addition, Brian says 2600Hz was hugely supportive of IP Telecom when they were basically a startup with just 100 customers. 2600Hz took them seriously back then and that confidence along with KAZOO has led to the huge growth that IP telecom has achieved. Not only that, but throughout their long relationship, Brian says IP Telecom has learned a lot from the way 2600Hz does things, and that has helped with other solutions they've developed and delivered for their customers.

**"We're all about people at IP Telecom and the people of 2600Hz – from the guys in sales all the way to the frontline support – are all brilliant to work with. We love dealing with everyone in the company."**

Brian Chamberlain  
CTO | IP Telecom