

A night cityscape, likely New York City, with the Empire State Building prominently lit in blue. A white network of lines and nodes is overlaid on the image, connecting various points across the city. The background is dark, and the city lights are warm and yellow.

# Deltapath Unified Communications Service Provider Edition in the Cloud

**A Ucaas Solution Designed For Telecommunications,  
Managed Services, And Cloud Providers**

The pandemic placed a great deal of attention on the telecommunications sector as the world desperately looked for help to ensure business continuity for companies suddenly supporting remote employees, experiencing travel restrictions, and having difficulty staying connected with customers.

The plea for help has companies in the telecommunications sector reassessing what they sell, asking what they need to add to their product line, and exploring new features and capabilities to respond to the crisis and forge strong relationships with customers. Similarly, many companies who have never been in the telecommunications space are now seeking entry to grow revenue while keeping people connected.

## Service Provider Edition

To simplify the path for existing telecommunications providers and companies working towards becoming telecommunications providers, Deltapath offers a feature rich UCaaS solution that serves small and mid-size businesses (SMB) to large enterprises.

With the Deltapath UC Service Provider Edition, you can meet your customers' needs immediately instead of taking months or years to develop a solution, which can force your customers into the hands of your competitors.

### OUR INFRASTRUCTURE IS DESIGNED TO MEET THE NEEDS OF EVERY CUSTOMER HERE ARE SOME OF THE MAIN OFFERINGS OF OUR UCAAS SOLUTION

- |  |   |
|--|---|
| • Voice / Video and telephony  | • Meeting solutions - audio conferencing and video conferencing         |
| • Unified secure instant messaging   | • Presence – the availability of others to communicate across a network |
| • Call voicemail   | • Call recording  |
| • Mobility solutions - enterprise application for mobile and desktop devices | • Centralized dashboard for administrators                              |
| • Employee dashboard   | • Call center services  |

## Experience Faster Solutions With Our White Labelling Solution

Why build a solution from the ground up when Deltapath has already made it? Focus on your core competencies and leave the area we specialize in, to us. The Deltapath UC Service Provider Edition is customizable to fit your own brand identity allowing customers to associate the product with your company.



If your development team has not begun app development, consider white-labeling our feature rich enterprise mobile app, Deltapath Mobile, to meet your employees' and customers' immediate needs. You can also white label our softphone, Deltapath Engage.

# STARTING WITH A CLEAN SLATE WHEN YOU DON'T HAVE TO IS NOT COST-EFFECTIVE AND MAY NOT BE AN EFFICIENT USE OF TIME



## Create Powerful Applications

If you have your own app and are looking to add UCaaS offerings on the same app, consider the Deltapath Mobile's Software Development Kit (SDK) to add voice, video, and chat which are natively supported by the Deltapath UC Platform. Transform your app and reduce development time. With Deltapath's SDK, your company can place a highly integrated app into the hands of your customers in record time.

## Designed For Success

### CAS and LAS

The core of the Deltapath UC SPE solution is Central Access Servers (CAS) and Local Access Servers (LAS). Only two Central Access Servers are needed in a geo-cluster or local cluster. The CAS manages all servers and call routing. It also redirects traffics to the assigned LAS based on the user or call.

Local Access Servers process the call media. Users are registered to a LAS. The number of LAS you have in a geo-cluster or local cluster will depend on the number of calls you process, the number of users you have, and where your users are located.

### Service Interruptions

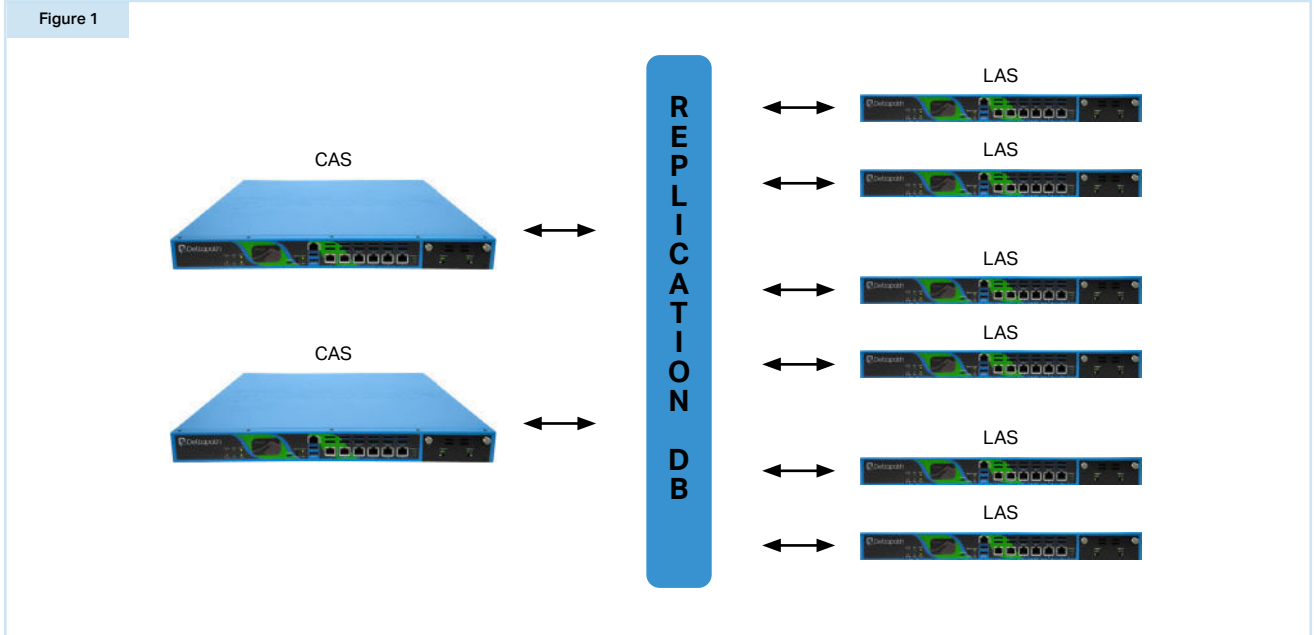
When telecommunications services are interrupted, communication and collaboration stop, and business come to a halt. Keep your customers operating successfully in the event of a natural disaster, cyber-attack, technical malfunction, or other emergencies, with Deltapath's highly stable infrastructure design.

We provide high availability and disaster recovery for maximum uptime with a multi-master design and redundancy approach.

## Replication

The Deltapath UC Service Provider Edition offers Multi-Master Replication. Data is replicated across all nodes and made available for real-time updates creating a multi-master clustered database.

Figure 1

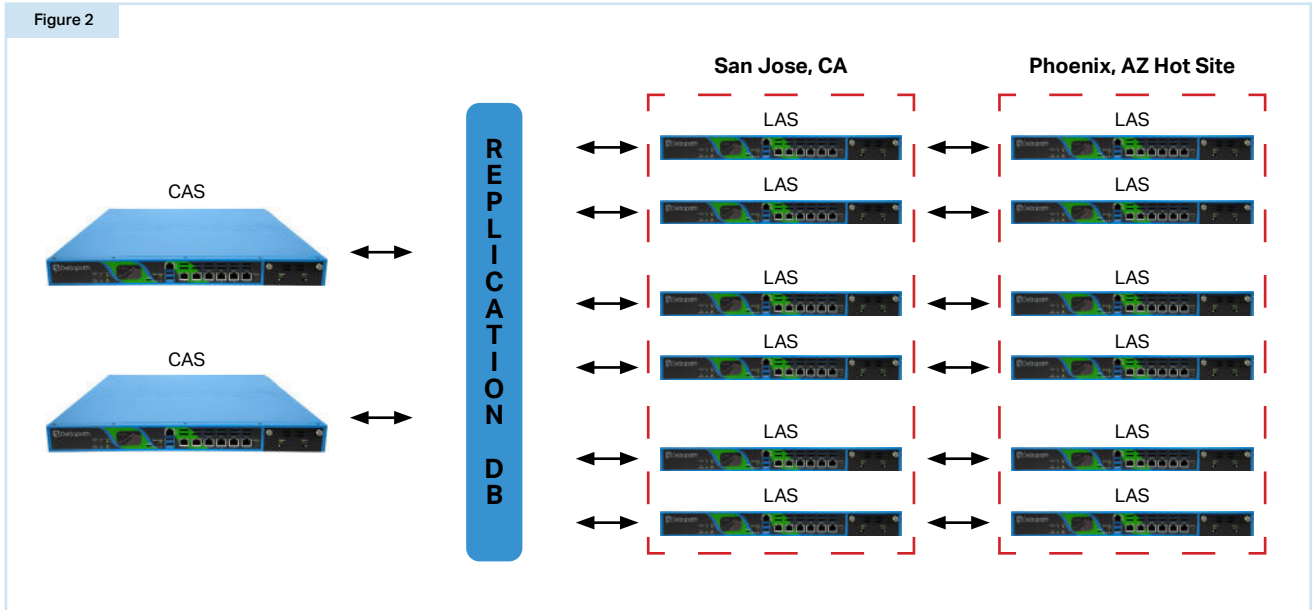


Failure of one master does not affect operations in Multi-Master Replication because the remaining masters continue to serve and update the database; providing increased availability for your business.

## Redundancy

When you pair our multi-master architecture that delivers high availability with our redundancy approach that mirrors the environment of a single geographical location to a secondary location, you can easily maintain business operations if an entire location fails. You can also restore corrupted or lost data.

Figure 2

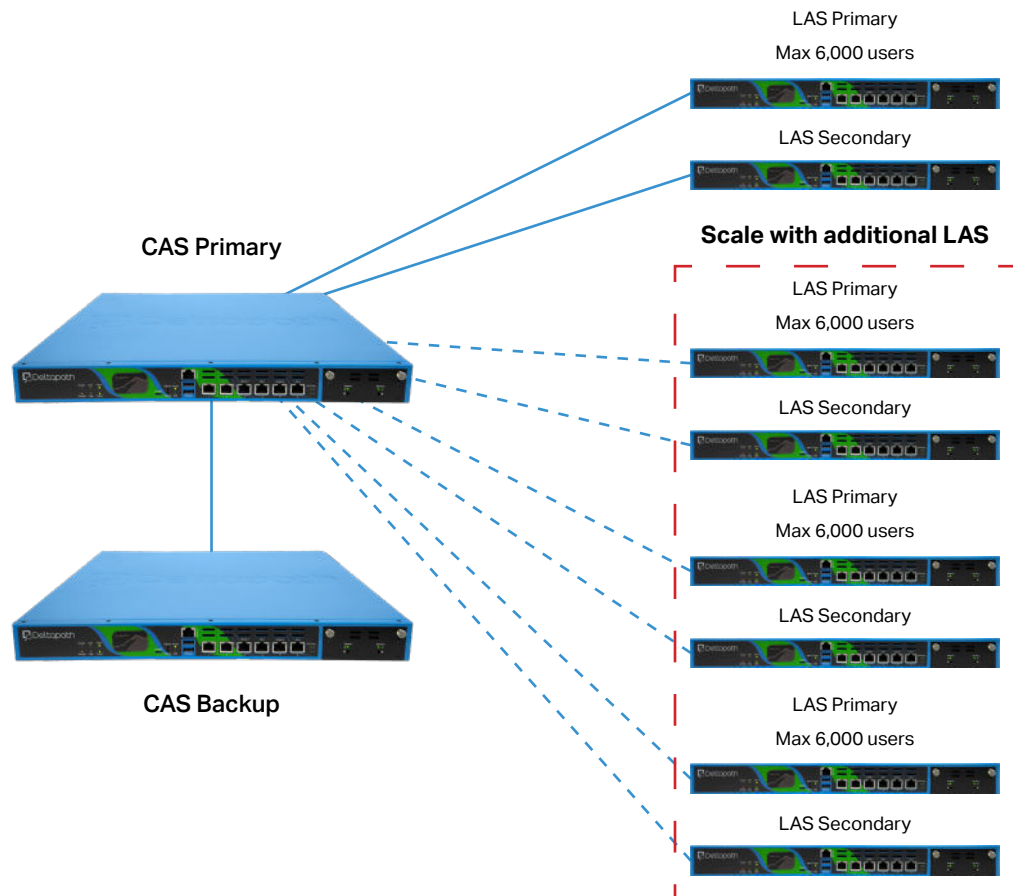




## Scalability

With the Deltapath UC SPE in the cloud, large businesses and small to mid-size businesses can take advantage of its powerful resources. Our scalable model allows companies to think big but start small, eliminating high startup costs and business risks. To begin providing telecommunications services, you only require a maximum of two CAS in one cluster, geographical or local, and two LAS. Then respond to an increase in traffic or workload demand by adding additional LAS or scale down if necessary.

Figure 3

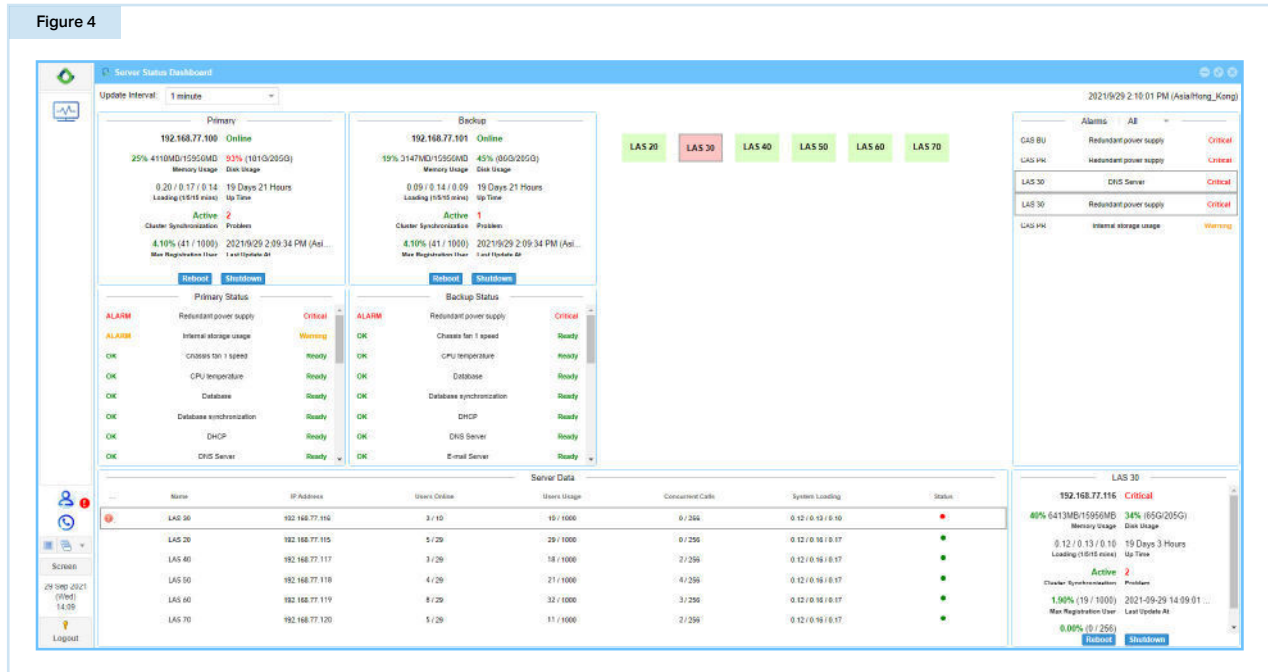


**MANAGED SERVICES PROVIDERS  
CAN OFFER THEIR OWN UC AS A SERVICE**

# Proactive Management

Critical information is needed to ensure you have a robust and reliable system to serve your customers. The Deltapath UC Service Provider Edition comes equipped with a dashboard that continuously monitors IT operations and alerts so your IT team can proactively manage potentially disruptive or critical conditions.

Figure 4



The dashboard displays all the servers in your UC-SPE cluster. Your IT team is given access to crucial information in a single view:

- Primary and backup CAS
- Server IP
- Server status (online/offline)
- Memory usage
- Disk usage
- Server alarms
- Number of active concurrent calls
- System loading time

Local Access Servers are displayed in the center of the dashboard. A red LAS indicates an alarm, where a green LAS indicates the server is operating normally. Clicking a red LAS allows your IT team visibility of critical information, including server data, alarm type, and server status.

**STAY AHEAD OF THE CURVE  
BY DIVERSIFYING AND IMPROVING YOUR  
PRODUCT AND SERVICE OFFERINGS**

## Datasheet

See the [Deltapath Unified Communications Platform and related solutions datasheet](#) for full details of the features listed below:

- » Intelligent Interactive Voice Response System (IVR)
- » Virtual Meeting for Video & Voice Conference
- » Audio Conferencing
- » Call Management
- » Mobility Applications for Mobile and Desktop
- » Web-Based User and Administrator Interfaces
- » Advanced IP Telephony Features
- » User Roaming/Hot Desk (hoteling)
- » Executive / Assistant Functionality
- » Enterprise Instant Messaging
- » Video and Voice Contact Center
- » Service Provider Billing
- » Salesforce.com CRM Integration
- » Push-To-Talk Group Communication
- » Hospitality Vertical Integration
- » Property Management Vertical Integration
- » Healthcare Vertical Integration
- » Zero-touch Endpoint Provisioning
- » Agnostic Endpoint Support
- » PSTN & Third-Party PBX Integration
- » Network and Administration
- » Detailed Call Reports
- » API for Telecommunications OSS/BSS Integration
- » Security and Encryption
- » Suite of Diagnostic Tools and Realtime Monitoring
- » Multiple Language Support

Technical Details	Capacity
Max Number of LAS	30 Servers (15 pairs - primary and backup)
Max Number of CAS	2 (Primary and backup)
Total Concurrent Calls through CAS	4000
Total Concurrent calls per LAS	500
Minimum number of servers in one cluster:	3

Specifications	Deltapath Models
Supported Hardware	<ul style="list-style-type: none"> <li>• Everest Edition, Mauna Kea Edition</li> </ul>
Supported Virtual Hypervisor	<ul style="list-style-type: none"> <li>• VMware</li> <li>• Microsoft Hyper-V</li> <li>• Linux KVM</li> </ul>
Minimum Resource Allocation Per Virtual Instance	<ul style="list-style-type: none"> <li>• vCPU: 48 (2 x Intel® Xeon® E5-2680 v3 2.5GHz)</li> <li>• RAM: 64G RAM</li> <li>• Storage: Minimum 32 GB for Deltapath UC Internal</li> <li>• Additional storage required for voice/video recordings, voicemail, faxes, and backup</li> </ul>
Supported Cloud Platform	<ul style="list-style-type: none"> <li>• AWS</li> <li>• MS Azure</li> </ul>
Supported Protocols	<ul style="list-style-type: none"> <li>• Session Initialization Protocol</li> <li>• Session Initialization Protocol with encapsulated ISUP</li> </ul>

## About Deltapath

Deltapath liberates organizations from the barriers that prevent effective communication and revolutionizes the way organizations communicate through innovative technologies that meet the needs and the wants of organizations.

We specialize in solutions that unite different communication platforms, audio and video equipment, telephones, desktops, and mobile devices to make communication accessible and intuitive.

It is our belief that every solution should embody simplicity and offer users the right form of communication for the right occasion, right at their fingertips.

## Ordering Information

For more information about Deltapath UC Service Provider Edition, please contact your nearest Deltapath sales representative.

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MB-100017-Deltapath-UC-Service-Provider-Edition-EN-20211028



USA +1 408 707 3299  
 NZ +64 9 886 9799  
 HK +852 3678 9999  
 JP +81 3 3527 7899  
 TW +886 2 7728 3099  
 PH +63 2 8790 0295

[www.deltapath.com](http://www.deltapath.com)