

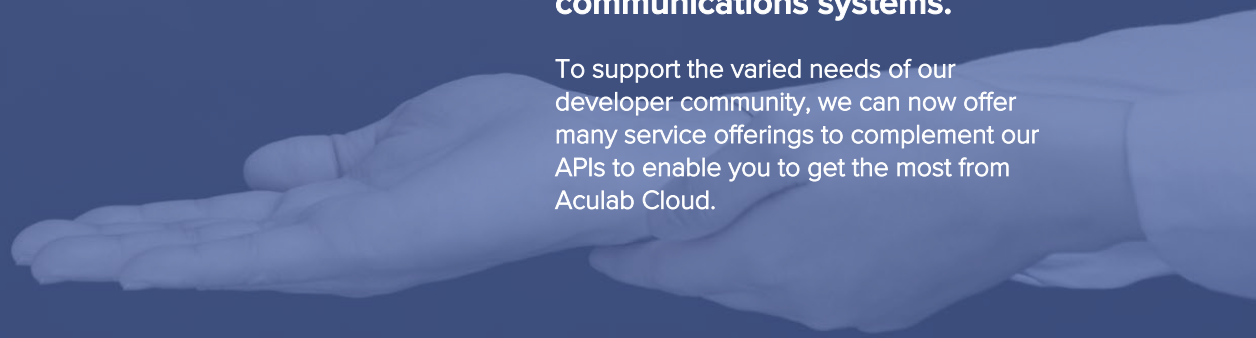
Services to complement your rollout of Aculab Cloud



1 Introduction

The Aculab Cloud APIs written in a range of common high-level languages and are easy to learn and use, but we realise that some customers want more assistance than others with the development and ongoing management of their communications systems.

To support the varied needs of our developer community, we can now offer many service offerings to complement our APIs to enable you to get the most from Aculab Cloud.



Services to complement your rollout of Aculab Cloud

2 Background

Aculab has a long history of providing communication solution 'building blocks' to the developer community. At one time this was predominantly hardware in the form of circuit boards for use in a communications server; nowadays, it's software based, either in the form of software to load onto a customer owned server, or software as a service such as Aculab Cloud.

Development of communications software used to be a pursuit requiring in depth knowledge of C code, and a lengthy development cycle. With the switch to REST APIs written in common, web-centric languages such as Java, Python, PHP and .Net, the development task became much easier and quicker and open to website developers without any previous knowledge of communications APIs.

For organisations who aren't 100% comfortable with taking on the development task to implement a communications solution, we have come up with a set of service offerings that will assist you in the use of our platform. This brings benefits in both time-to-market and overall development cost by reducing the barrier to entry for companies who are daunted by the prospect of introducing a cloud-based API or don't have the necessary developer resources to do it.

So if you are a company who want/need a bespoke communications service creating but don't want to (or can't) create it, we can help in several ways...

- If, after some initial assistance, you would be happy to take on the day-to-day management and maintenance of the service yourselves, we can do that.
- Or if you just want someone else to create and fully manage their comms application on an ongoing basis, we can do that too.

"I understand your cloud APIs are easy to use but I don't have any developers, I want a bespoke cloud-based communications application building but don't know where to begin".



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A true cloud telephony platform

3 Services we offer to speed your rollout

A one-stop shop for communications APIs, for the creation of bespoke apps, and for full service management

Aculab are uniquely placed in the CPaaS vendor market as being both a provider of the cloud platform, and the company that can and will develop and run your application. You don't need to source your own app developer. When you think about it, it's logical – who else would know the APIs to the same depth as the people that created them?

Here's what we can offer, and what this would mean for you.

3.1 Technical review

For developers perhaps unfamiliar with creating communications server applications, we are able to assist with a code review to provide best practice advice for aspects such as application structure or operation. So, if you have created your first application and need a little help in optimisation a one-off technical review might be all that is needed.

3.2 We write your app

A communications application is needed, and your developers are busy with other tasks, or you don't have development resource at all – rather than go about finding a 3rd party developer to assist, ask Aculab. We can bring decades of experience in communications systems design to the table, and we know our own APIs better than anyone.

3.3 Managed service

Sometimes, you just want to offload the ongoing monitoring of a comms platform to a 3rd party– you just want it to work, and for the supplier to be pro-active in fixing things if they go wrong. The level of managed service offered is bespoke – completely up to you, the customer. The ultimate service level being a 24x7 service.

3.4 Serverless

Your communications applications (an IVR system or broadcast messaging system, for example) need to be hosted and run somewhere – historically, this has been on a customer's own internal server, or on a cloud service, such as Amazon AWS or Microsoft Azure, that is owned and managed by you. This would require the purchase and management of (and ongoing maintenance if they are on-premise) servers, plus all the IP connectivity to the servers.

We can make the deployment much easier, however, because we can provide server capacity to host and run customer applications alongside the Aculab Cloud core services; and furthermore, we will host your application independent of who wrote it.

3.5 Load testing






Our Aculab Cloud service is naturally elastic – it will auto-scale its capacity dependant upon the load pushed to it. This architecture lends itself naturally to load testing applications. During the test phases of application development, there may be a requirement to test for bulk loading to make sure the design will meet some future loading. We can arrange such test facilities, and because it's an as-a-service offering, you will only pay for this high load capacity for the duration of the tests..

3 Services we offer to speed your rollout

3.6 Other

Common service types we can offer are shown above, but if you have a specific need that has not been mentioned yet, get in touch to see how we might help.

Some other services we can offer:

-  Code review
-  Operational design
-  Operational best practice consultancy
-  Solution and architecture design
-  Test strategy design and execution

3.7 Support

Whatever Aculab Cloud service offering you choose, just the APIs or APIs plus some additional services on top to get you going quickly for example, we also offer the usual multi-tiered support options, briefly described below.

Support tier	Overview
Free (developer) support	<ul style="list-style-type: none"> • Email support, business hours, best efforts response time
Paid options	<ul style="list-style-type: none"> • 4 or 8-hour response time • Email/phone options • Monthly or annual billing

Further details can be found out here <https://www.aculab.com/support-overview>

4 What next?

With cloud communications APIs and development services from the same company, you can get your idea to market and start bringing you service and revenue benefits quicker. To discuss how we might help with your needs, please [get in touch](#)



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About Aculab

Aculab provides deployment proven telephony products to the global communications market

Whether you need telephony resources on a board, on a host server processor or from a cloud-based platform, Aculab ensures that you have the choice. We are an innovative, market leading company that places product quality and support right at the top of our agenda. With over 35 years of experience in helping to drive our customers' success, our technology is used to deliver multimodal voice, data and fax solutions for use within IP, PSTN and mobile networks – with performance levels that are second to none.

For more information

To learn more about Aculab Cloud and Aculab's extensive telephony solutions visit:

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