

Why Alert Solutions chose Aculab Cloud

Following the recent launch of Aculab Cloud, Alert Solutions has migrated their voice broadcasting services for K-12 school districts onto the Aculab Cloud telephony platform.

Alert Solutions has been successfully using Aculab's Prosody X cards for a number of years using an interface library developed by a third party. While the platform met all their requirements, being hardware-based meant there was a limit to the number of concurrent calls that its product could handle. In addition, it had to bear the cost of managing and integrating the Prosody X cards, 3rd party software integration layers and its application. Therefore, for Alert Solutions, the status quo ceased to be an option.



“Our previous internal systems were limited in capacity, but with Aculab Cloud we are able to consistently handle a much higher workload from our clients”, commented Andrew Maillet, Development Manager, at Alert Solutions. Maillet continued, “The Aculab Cloud service provided my company with the ability to quickly develop and deploy a stable and scalable voice broadcasting system”.

With Aculab Cloud, Alert Solutions no longer needs the 3rd party library. The high-level programming languages available in the cloud-based solution, have simplified the integration of its application with Aculab Cloud's telephony resources. This solution was able to reduce the number of parts needed. In addition, it is now afforded greater scalability, being able to ramp up to thousands of simultaneous calls, on-demand.

Alert Solutions also gained an advantage from Aculab Cloud being a non-labour intensive deployment option. In the past they needed someone permanently on-hand to monitor the systems and perform resets and other manual tasks. Now much of the monitoring and maintenance of the system is managed by Aculab Cloud. Those skilled personnel have been moved into the QA team – helping to improve their overall product with a positive effect on customer satisfaction.

“Aculab's straightforward Cloud API allowed us to rapidly develop a scalable, reliable telephony platform to better meet our clients' messaging needs” – Adam Johnston, Software Engineer, Alert Solutions

Alert Solutions has been reliably delivering hosted business messaging solutions to address the communication challenges of a diverse base of clients for more than 20 years. Today, Alert Solutions excels in the development of integrated cloud-based multi-channel messaging solutions designed specifically for the following industries: [education](#), [healthcare](#) and [property management](#).