

Voxeo offers hosted private-label multi-tenant telephone platform

"Platform-as-a-Service" supports speech applications

Voxeo has a hosted IVR service that features support for speech technology, and also offers a single-site version of its system as a premises solution, allowing a hosting customer to bring an application in house without conversion problems if they wish (SSN, January 2008, p. 8). On May 27, the company announced that companies could use its hosted service on a multi-tenant basis, including its tools for updating applications over the Web. The company's IVR and SIP hosting infrastructure is thus available as a completely re-brandable "Platform-as-a-Service" (PaaS) offering.

This option allows a company to brand the service for its own customers without the necessity of setting up a service center. Typical customers could include:

- A carrier or service provider looking to provide additional services to customers such as hosted IVR;
- A vendor of telecommunications equipment without a hosted IVR/application offering looking to quickly add such an offering; and
- A large enterprise looking to enable its internal business units to create voice applications without necessarily needing to involve IT or professional services groups.

Voxeo indicated it has successfully launched the multi-tenant hosting service with "one of the world's largest communication solutions vendors."

Any individual application can be brought in house using Voxeo's premise-based solution. A Voxeo spokesperson indicated that, if a customer were interested in bringing a large OEM (multi-tenant) deployment in house, Voxeo would work with them to implement the solution.

Jonathan Taylor, CEO of Voxeo, said, "Voxeo was the first company to offer VoiceXML and CCXML hosting and has since grown to be the world's largest provider of standards-based IVR and SIP hosting. Today more than four hundred global customers use Voxeo's Prophecy Hosting to deliver IVR applications rapidly and profitably. With this announcement, we now provide our completely virtualized, multi-tenant IVR and SIP hosting infrastructure as an attractive OEM solution."

Voxeo runs four fully redundant hosting facilities from geographically diverse locations in the US and Europe. These facilities house over 800 servers today, each capable of processing over 200 concurrent phone calls. Through Voxeo's proprietary platform architecture, this cloud-based, multi-server infrastructure appears to customers as a single virtualized, multi-tenant IVR system with nearly unlimited scalability.

The hosted offering is completely managed and controlled using Voxeo's brandable online customer and developer web portal, which includes Voxeo Designer, a flexible Visio-like visual telephony application development tool. Enterprise applications and telephony resources interact with the platform via standards such as VoiceXML, CCXML, HTTP, SOAP, and SIP.