

NetSapiens irons out conference calling issues with an innovative solution by **Ecosmob**

Introduction

NetSapiens is a B2B provider of unified communications, video conferencing, and collaboration, as well as contact center solutions for service providers.

Challenge

The US-based company was looking for a qualified and reliable development partner to work closely with on module development for VoIP solutions.



Business Outlook: The main hurdle for the company was finding the right development partner who could understand the nuances of its business and work in tandem with the in-house team.

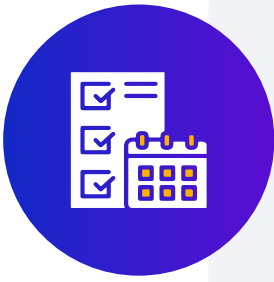


Qualified QA: The company was searching for a competent partner who could also support performing QA checks.



All-round knowledge: The B2B company was looking for an experienced and knowledgeable partner who could expertly navigate challenges and possess knowledge of third-party systems.

Deliverable



The Ecosmob team dived deep to understand the requirements. They focussed on extensive research to arrive at the implementation process for deliverables that included software development knowledge spanning VoIP, Session Initiation Protocol (SIP), Unified Communications (UC), Softswitch, SIP Trunking, Hosted PBX Software, and UCaaS.

Outcome

The Ecosmob team, comprising a project manager, developer, and QA specialist, managed the project deliverables and closely coordinated with the NetSapiens team members.



The team developed a robust Google Calendar plugin for their existing audio/video conference system.



The QA specialist conducted regular checks on the NetSapiens applications.



With extensive knowledge of the business environment and third-party systems, the team adopted innovative techniques to build a plugin that allows the scheduling of conference calls from the calendar itself.

Happy Client



Ecosmob Technologies' team was well prepared to take up the task. Their industry knowledge and expertise across a wide range of applications were useful in building innovative solutions. They ensured continuous communication while working collaboratively with our team members. It was a good experience working with the team.



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