Bidda supports its clients in the design, integration and support of ICT solutions, backed by research and innovation processes. Bidda solutions include Cloud-Based Infrastructure, Videoconferencing, and Telephony as well as Business Continuity Plans, Help Desk Management (NOC and SOC) and Help Desk Software. Bidda provides customers world-class ICT solutions, adapted to their needs and offers the most cost effective offerings for their respective markets. Bidda is a trusted partner of customers such as Giros & Finanzas, Colombian Command of Armed Forces, San Francisco Clinic , USPEC and many other enterprises.

The Challenge

In growing their Communications solution offering Bidda engaged with SIPfoundry to provide telecommunications systems based on the sipXecs open source software. As the business grew and larger enterprise customers were acquired, Bidda required more extensive expertise and support for these customers. New feature requirements and a committed timeline specific to the delivery of these features was paramount to providing a reliable feature rich solution for their customers.

The Solution

The principles at Bidda attended the inaugural sipXecs open source conference hosted by eZuce to meet other sipXecs users. After seeing the extent to which eZuce developed and contributed to the open source project, Bidda transitioned to the eZuce's commercial version of the software and qualified to become a certified partner for the CALA region. This provided expert support and input to the product road-map to meet customer requirements.

The Benefits

As an eZuce partner Bidda received product training and access to the commercial software. Bidda was allowed to gain confidential visibility to the company's software development schedule and product delivery dates and became eligible to participate in the company's beta program providing hands on exposure to new releases and features. This partnership guaranteed a significant improvement in Bidda's knowledge of the software which translated directly into better support for their customers.

> " eZuce has allowed us to become more capable to support our customers. We can now provide guaranteed Service Level Agreements to our telecommunications customers and feel confident that we can meet their quality, reliability and functionality requirements. "

Felipe Sanchez, CEO