



Founded in 1996, NetCarrier is a full service integrated communications provider (ICP), building communication solutions customized to their customers' business. NetCarrier provides traditional, dynamic, and cloud-based voice and data services to customers nationwide. They offer quality solutions and peace of mind in a complex telecom marketplace.



The Challenge

To provide incremental voice and unified communications services to existing carrier services customers and partners. After considering platforms from Broadsoft and other providers, NetCarrier built an initial service on the open source code from SIPfoundry. After expanding their voice installed base, NetCarrier required more focused product feature development and engineering support that did not exist in the open source project.

The Solution

Migrate from the sipXcom open source solution to eZuce's commercially supported version of the software along with a Service Level Agreement (SLA) to provide proactive support. The ability to influence the product development cycle and roadmap based on service provider requirements. Expand service offering to include Contact Center and Video Collaboration capabilities.

The Benefits

- 24/7/365 response times to product issues
- Visibility & input to future product direction
- Expert advice / problem resolution
- Additional features and capabilities
- New Contact Center and Video Conferencing service offering
- Trusted UC & collaboration partnership



As a provider of hosted voice solutions, we selected eZuce for their expert support and software development capabilities. These capabilities allow us to deliver a competitively differentiated offering with our nCloud PBX solution.



Sean Washington, Operations Director