

Chicago-Based Unified Communications Provider Adds WebRTC to Lineup

Overview

DLS Internet Services is a Chicago-based provider of Unified Communications solutions for small to mid-sized businesses. In addition to Hosted PBX, DLS offers internet, storage, and datacenter services along with expert consulting. The company's customer base benefits from hosted and managed solutions that include hardware, software, upgrades, and support that provides access to the newest technology as it becomes available.

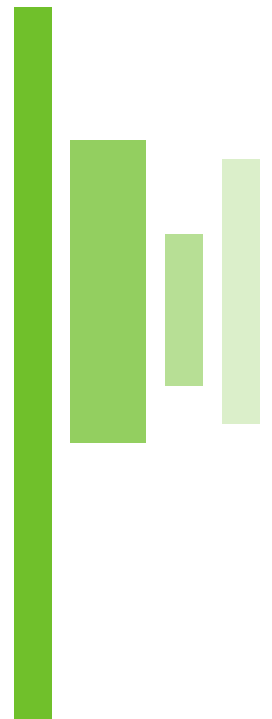
Challenge

Today, customers expect a web meeting solution to be part of any comprehensive Unified Communications solution. DLS had a development team in house, but it wasn't possible for them to cover every aspect of UC. The provider needed a pre-built solution to add to their existing services to immediately fulfill their customers' needs, adding value without significant cost. The company was also looking for a system that would integrate with their

existing PBX solution. Many available solutions required end users to download software while others placed responsibility for integration squarely on DLS.

Key Benefits

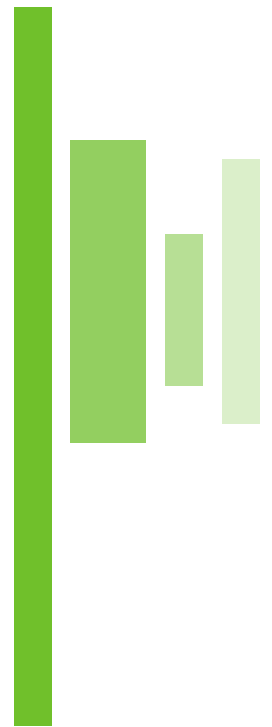
- Thorough integration with PBX technology as part of Unified Communications solution
- Single instance of Veeting able to serve many users
- Modern WebRTC with no software for end users to install
- Designed to scale at low cost
- Customization and integration support to relieve burden from in-house development team
- Continuous development that keeps up with technology changes



Solution

After reviewing the available vendor solutions, DLS selected Veeting for several reasons. Because of the configuration of the Veeting API, it was possible to provision a huge number of separate virtual meeting rooms from a single server, supporting multi-tier white labeling with an unprecedented level of flexibility and an affordable licensing structure. The system was also able to provide access to users across a wide variety of devices, even when using a bridge with PBX for participants to dial in by phone. Above all, the Veeting team acted as a true partner in integration, customizing the solution to fit the way DLS does business.

“Veeting made it possible to expand our product offering and add value for our customers, helping us stay competitive with companies several times our size. —Sam Rozenfeld, CEO DLS Internet Services*



Veeting is a registered trademark of Veeting AG

Veeting AG
Aegertenstrasse 32
8003 Zürich

info@veeting.com