

Low-latency and high-performance infrastructure to support fast-changing businesses



The customer:

A premium IaaS provider

Voxility provides Infrastructure-as-a-Service to some of the largest websites and service providers across the US and Europe.

Voxility's powerful global platform operates across 22 major datacentres in Europe and the US, and its 3,5Tbps+ edge traffic network is directly connected to more than 1600 other networks for the best regional content distribution.

Founded in 2004, Voxility has offices in London, Frankfurt, Bucharest and San Francisco. Today, Voxility is the first choice of companies around the world looking for custom-built infrastructure solutions and tailored support, due to its massive bandwidth capacity, competitive pricing, broad product portfolio and network features.

The challenge:

High network performance for an ever-changing world

Today's technology market is markedly different to that of ten years ago.

"Developments like blockchain, the Metaverse and edge computing mean that top-quality connectivity and fantastic latency are more important to our customers than ever," said Maria Sirbu, VP of Corporate Communications for Voxility. "As an infrastructure provider, we need to offer the robust security and high-performance infrastructure that our customers require to evolve along with these new technological advancements."

"At the same time, customers operating in more traditional markets, like financial services, health or e-commerce still need low latency and high reliability to be competitive." (Cont'd.)

“As a premium Infrastructure-as-a-Service provider, it's important to us to be working with the best suppliers and to have a strong geographical presence...”

— Maria Sirbu,
VP of Corporate Communications
Voxility

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The challenge:

High network performance for an ever-changing world (Cont'd.)

“As a premium Infrastructure-as-a-Service provider, it’s important to us to be working with the best suppliers and to have a strong geographical presence. We need to be as close to our customers as possible, offer low latency services globally and have a substantial amount of network capacity to support Voxility’s continued growth.”

The solution:

Low-latency High-Speed IP services

When selecting an IP Transit provider, Voxility prioritised key criteria including a high network performance, with best latency tests when considering DDoS Attacks. They also sought a partner who offered a solution that was IPv6 ready, with an extensive network supported by engineering-based customer support and high-performance networking. The company chose to partner with Lumen on the basis of its extremely high global network performance and competitive pricing.

“We analysed precise routing and latency on our top ten networks in each region with several tier one IP transit providers,” said Marian Petrescu, Contract Manager at Voxility. “Lumen had the best results each time for each query.”

Lumen provides Voxility with High-Speed IP services – which offer highly scalable connectivity and enhanced security options – across Europe and the US.

The benefits:

Reinforcing Voxility’s reputation and supporting customer growth

Latency and security

Working with Lumen has enabled Voxility to further improve its network performance, allowing it to support its customers as their businesses evolve.

“Having access to a provider capable of delivering video, voice and cloud traffic on the shortest routes to end users enables Voxility to deliver enterprise-grade IaaS services at a global scale with low latency and improved customer experience.”

Reliability and brand impact

“As well as better latency, we’ve seen less downtime – which of course is critical for our customers who rely on internet access to be able to function,” said Maria Sirbu. “Although we’ve always maintained a good reputation for minimal downtime, the performance has been flawless so far with Lumen.”

“Working with Lumen has also had a positive impact on our sales pitches customer engagements. We’ve communicated the partnership to the customers that we know will benefit directly from our collaboration, and the feedback has been very enthusiastic.”

Flexibility and future plans

“We appreciated Lumen’s openness to discussing special setups and configurations that we might need,” said Marian Petrescu. “For example, we are able to connect some of our top customers directly to Lumen to increase redundancy where they were looking for this particular feature.”

“As Voxility looks to expand into new markets, such as APAC and South Africa, we hope to work alongside Lumen to make sure we can bring this fantastic performance and low latency to a new set of customers.”