



# Voice over IP – Telephony



## Vonage, rapid expansion supported by Cyclades

*“Cyclades products enabled us to meet the incredible demand for our services and to expand our capacity worldwide.”*

**John Paolillo,**  
VP of Network Infrastructure

### OVERVIEW

Vonage® is a pioneer in the broadband phone industry, helping to set the standard for pricing, features, call quality and reliability for the Voice over Internet Protocol (VoIP) category. Vonage's award-winning service is sold on the Web and through national retailers like SAM's Club, RadioShack, Best Buy, Circuit City, Staples, Fry's Electronics, Office Depot and CompUSA. Vonage Holdings Corporation is headquartered in Edison, New Jersey. To support its product offerings, Vonage chose Cyclades Out-of-Band Infrastructure (OOBI) products to manage their remote, lights-out data centers.

### RESULTS

- Support rapid growth
- Reduce time to restore IT assets from hours to minutes
- Reduce costs while continuing to grow

### CHALLENGE

*Support rapid growth, restore IT assets faster, reduce costs*

To keep pace with its call volume, Vonage needed expanded capacity beyond their New Jersey headquarters to accommodate a growing service area and to provide the same service availability their customers expected from a telephone system. Consequently, Vonage needed to support geographically dispersed data centers around the world.

Vonage required a remote, out-of-band infrastructure to access, diagnose and restore over 1,000 network and IT devices including servers from IBM®, Sun Microsystems™, and Rackable® Systems (running both Solaris™ and Linux® operating systems), as well as Cisco® Ethernet and Public Telephone Network switches. Remote access to these critical devices was essential whether or not the IT production network was operational.

### SOLUTION

*Cyclades OOBI Products*

Vonage deployed the AlterPath™ ACS family of advanced console servers in conjunction with the AlterPath PM power control appliances to access and manage remote IT assets from their New Jersey headquarters. From this single, centralized location, a skilled administrator was able to catch and fix problems early, ensuring 24/7 telephone service availability. “Prior to Cyclades, when a unit went down we either had to send someone to the remote site or have the unit shipped back to us,” stated Hunter Modes, manager of systems engineering. “With Cyclades, we do it all from our headquarters, which is not only much easier but we have reduced the time to return a server to service from hours to minutes.”



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## Vonage

### PROFILE

*Company*

Vonage

*Type of business*

Telephone Company,  
Voice over IP

*Corporate headquarters*

Edison, NJ

*Web site*

[www.vonage.com](http://www.vonage.com)

*Applications*

Telephone Service,  
Voice over IP

### IMPLEMENTATION

*Cyclades OOB products provide efficient and secure remote access*

Vonage deployed the Cyclades AlterPath ACS integrated with the AlterPath PM to provide secure OOB access between their main headquarters and remote data centers all over the world. Cyclades OOB products allowed secure, remote access to their servers (regardless of operating system) and their Ethernet and Public Telephone Network switching equipment. With the AlterPath PM, administrators had the ability to remotely turn systems on and off when required.

The AlterPath ACS 32 advanced console servers and AlterPath PM are connected to the IBM, Sun and Cisco devices. They were able to support their densely populated Rackable Systems units using the AlterPath ACS 48, which provided 48 ports. "With Cyclades we were able to remotely take advantage of Rackable System's management system to get console access to the system as well as the BIOS and other hardware-level information such as fans," stated Modes.

Vonage easily integrated Cyclades OOB products into their existing infrastructure. "We chose Cyclades because they were based on Open Source and we could integrate their products into our environment as if they were just another host," added Modes. "We can now respond instantly when a system goes down, or needs our attention."

Cyclades OOB products not only allowed Vonage to manage their systems but also to reduce costs. "Over the past six months we have doubled the number of servers, while only adding one more person to support these systems," remarked John Paolillo, VP of Network Infrastructure. "Without Cyclades, we would have had to double our staff."

### ABOUT CYCLADES

Cyclades, the leader in next-generation IT infrastructure management, offers a comprehensive system of products that reduce IT operational costs and risks, while increasing the productivity of IT assets and personnel. Cyclades AlterPath™ System provides secure alternate paths into the production IT infrastructure, enabling administrators to remotely access, diagnose and restore disconnected assets to normal operation. Designed to seamlessly integrate and deploy into the enterprise, Cyclades AlterPath solutions include console servers, KVM and KVM over IP switches, power control appliances, service processor managers, blade managers and a manager to control the entire out-of-band infrastructure. More than 8,000 organizations, including 85 percent of the FORTUNE 100, depend on Cyclades products. Founded in 1991 and headquartered in Fremont, Calif., Cyclades is a global company with 19 offices worldwide. Additional information is available at [www.cyclades.com](http://www.cyclades.com) or by calling (888) 292-5233.