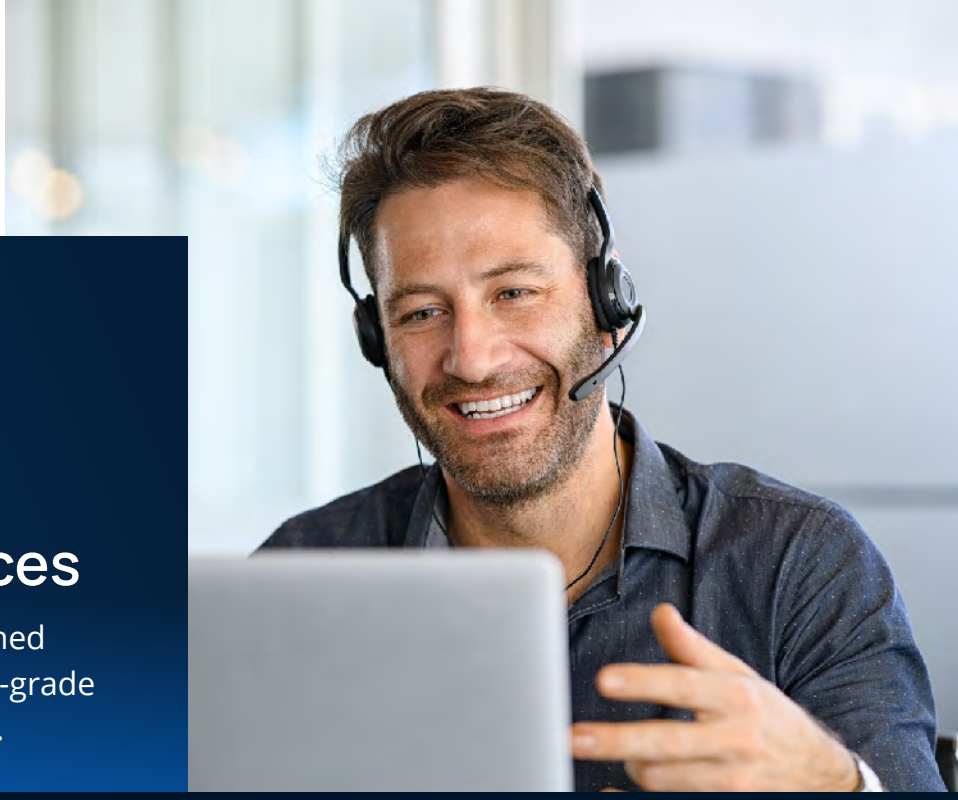
Skyetel



CASE STUDY:

Skyetel Enables CCI to Deliver Reliable, Scalable Voice Services

A growing telecom provider strengthened its voice offerings with Skyetel's carrier-grade infrastructure and API-driven platform.

> "Skyetel gave us the modern voice infrastructure we needed to support our growing telecom services without dragging down our engineering resources."
>
> **– CCI Leadership**

CCI Communications provides telecom infrastructure, connectivity, and managed network services across diverse markets. With customer demand for voice services on the rise, CCI needed a carrier partner capable of delivering agile voice infrastructure to support its wholesale offerings and routing operations.

CCI Network Services

The Challenge

- ✖ **Voice Offering Demands:**
  CCI was under increasing pressure to expand its wholesale voice and routing offerings for its customers.
- ✖ **Operational Offload:**
  Manual porting, billing, and compliance processes put extra strain on engineering teams and slowed service delivery.
- ✖ **Reliability & Redundancy:**
  Many carriers lacked the resilience CCI needed to ensure consistent uptime and call quality across its network.
- ✖ **Scalable Economics:**
  Traditional carrier agreements required heavy upfront commitments, which limited flexibility as CCI's customer base grew.

The Action

Skyetel became a key component in CCI's wholesale voice operations, providing a carrier-grade network built for reliability and flexibility. Leveraging Skyetel's API-first platform, CCI can now automate provisioning, trunks, and number orders to streamline customer migrations and significantly reduce manual overhead.

Skyetel's redundant, geographically diverse infrastructure also enables CCI to deliver consistent uptime and clear call quality. Plus, transparent, usage-based pricing and white-label capabilities allow the telecom provider to maintain full control of its brand while scaling on demand.

The Results

With Skyetel, CCI now enjoys:

Fewer call issues and customer complaints, thanks to improved network uptime

Faster service deployment through automation and simplified provisioning processes

Greater operational efficiency, freeing engineering teams to focus on core services