Skyetel

Skyetel Powers Scalable Voice Infrastructure for TeleCloud's CPaaS Growth

A CPaaS/telecom provider teamed up with Skyetel to deliver reliable, white-label voice infrastructure across its partner ecosystem.

"Working with Skyetel allowed us to **offload the complexity of voice operations**, so we could focus on building our platform and supporting our partners."

– TeleCloud Executive

TeleCloud is a leading CPaaS/telecom provider enabling MSPs, resellers, and channel partners to deliver branded voice, SMS, and cloud communications. As its operations grew, TeleCloud needed a carrier partner capable of providing a robust voice backbone that could support seamless provisioning, high availability, and flexible cost structures.

TeleCloud

The Challenge

✕ **Infrastructure Reliability:**
TeleCloud needed carrier-grade performance to support high call volumes with near-zero downtime.

✕ **Operational Simplicity:**
Managing provisioning, billing, and number porting in-house was slowing the partner onboarding process.

✕ **Flexible Cost Models:**
Traditional pricing models added unnecessary cost, making it difficult to scale without major commitments.

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The Action

By partnering with Skyetel, TeleCloud can fully control branding, provisioning, billing, and monitoring through a white-label, multi-tenant reseller portal, all while eliminating the need for complex backend management.

Skyetel's API-driven platform automates tasks like provisioning and usage tracking, and in-house NPAC/SPID ensures clean porting. Plus, the Skyetel network is fully redundant and resilient – backed by a flexible pricing model that supports scalable growth.

The Results

With Skyetel, TeleCloud now enjoys:

Reduced customer churn and support issues due to high uptime and call quality

Faster time to market for channel partners via automation and simplified provisioning

Improved efficiency and lower admin burden by offloading backend complexity

A scalable voice infrastructure that supports growth without complex overhauls