dialpad

Split Cloud Architecture

Delivering business advantage at speed

Our modern split-cloud architecture was designed to store all of the logic in the Google Cloud Platform (GCP), while strategically positioning our own telephony data centers around the globe to deliver media (voice, video, message).

This split-cloud architecture empowers our telephony backbone to provide HD audio, high availability and low latency for our customers on every call and interaction.

Coast to coast coverage with global data centers

- San Jose
- Chicago
- New York
- Dallas
- Amsterdam
- Hong Kong
- Tokyo
- São Paulo
- Sydney
- Johannesburg
- Osaka

GCP intelligently routes calls and data, allowing Dialpad's customers:

- Constant sync, scale, reliability, security
- Low-latency, dedicated media infrastructure
- Weekly releases with zero downtime
- System-wide scalability
- Instant provisioning in 50+ countries

We release features in smaller, more incremental strategies which is safer, more stable and creates a better user experience.

Features are released directly to users, with no server maintenance or IT involvement. Our platform's foundations allows us to invite customers to early adopter programs to gain first access and provide customer feedback.

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Why it matters

FASTER DEPLOYMENT & SCALABILITY

We're built intelligently for telephony from the ground up. Because of our split-cloud architecture, we're able to call ourselves a truly scalable infrastructure. We've created our worker machines intentionally simplistic so that their only purpose is to transmit data - leaving the routing and business decisions primarily to the Dialpad platform residing in Google Cloud Platform. By doing this, we can add or remove them as we see fit. Therefore, we can scale and modify our infrastructure depending on traffic size.

Customer Benefit

Our microservices approach is designed to scale with your business, meaning fast and easy user provisioning through SCIM & SAML integrations. Since we deliver service globally, customers can expand into new markets and allow their team to work from around the world, while still using their dedicated Dialpad phone numbers

REAL-TIME SYNCHRONIZATION

We deliver feature-parity across devices—designed with each device in mind. HD calling is delivered via WebRTC for optimized quality and reliability. Dialpad is designed for voice quality over packet-switched networks. With the ability to seamlessly switch from devices on active calls without interruption.

Customer Benefit

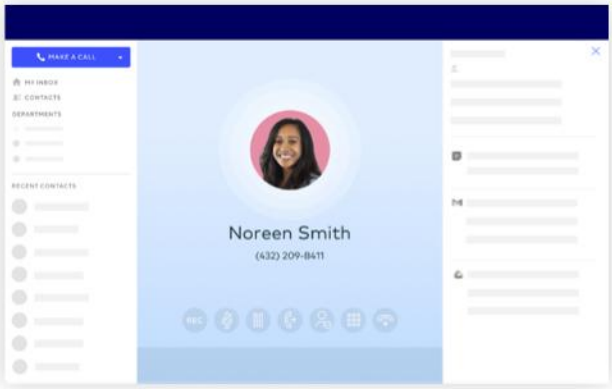
Your devices can intelligently "talk to one another" in high quality voice whether on a Mac, PC, iOS, Android, Chrome browser or even desk phone. Being able to switch between devices with no interruptions or activity loss, means more efficient and intuitive workflows.

VOICE QUALITY

Dialpad is fundamentally built on utilizing WebRTC natively in all our applications. This is a relatively new technology that did not exist when certain providers built their solutions. WebRTC combined with Opus Codec delivers better quality and is more adaptive to packet loss, jitter and latency. Opus Codec has lower latency than other codecs (5-20ms vs. 40ms).

Customer Benefit

Because Dialpad utilizes WebRTC, which is more adaptive and modern, we can deliver high quality and reliable voice without requiring a separate dedicated voice pipeline loss, means more efficient and intuitive workflows.



Dialpad securely connects your entire organization across one platform, offering businesses a scalable and smarter way to deploy voice, video, and messaging.