frozen mountain

talkevent transitions off open source and improves video conferencing performance
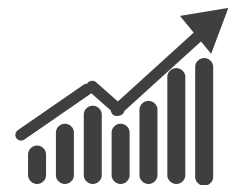
CUSTOMER

talkevent is a software development company that specializes in creating and customizing highly secure, interactive online customer service software for the insurance and banking industries.

THE GOAL

To find an on-premise video conferencing server to replace Kurento that would enable them to provide a highly secure, video conferencing experience to their customers.

THE RESULT

By replacing Kurento with LiveSwitch, talkevent experienced significant performance advancements in its high-volume video conferencing application and benefited from Frozen Mountain's easily accessible support team.

Open Source doesn't cut it

talkevent knows that offering immediate customer support is the key to creating a great customer experience. For the last 15 years, they have specialized in creating and customizing highly secure, interactive online customer service software for the insurance and banking industries.

So when their existing Kurento-based video conferencing software was not performing to their high standards, talkevent knew that it was time to look for other alternatives.

"When we first added video chat to our applications we used Flash and then later switched to Kurento [an open source media server]," remarked Alain Back, Senior Account Manager. *"We struggled with Kurento's lack of professional services. Their software development cycle was very slow and they didn't keep up with software updates. Shortly before we switched to Frozen Mountain we had a major bug within Firefox that Kurento was not able to fix. That was our breaking point."*

Analyzing Requirements

talkevent spent time analyzing their requirements and assessing the video conferencing options available to them. Security was their most important requirement, with stability, quality, and scalability being close runners up.

"We knew we needed an on-premise installation for security reasons," remarked Back. *"Germany has strict laws when it comes to data privacy. A cloud solution would not work for us."*

After 3 months of searching and evaluating options, talkevent made the decision to use LiveSwitch for their video applications.

"It was an easy choice. LiveSwitch was the only video conferencing product on the market that met all our requirements," commented Back. *"We needed an SDK for Android and iOS that would provide superior performance and that is exactly what we got."*

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Personalized service leads to success

The transition to LiveSwitch proved simpler than anticipated for the software development company.

"We found LiveSwitch very easy to install. It was well documented so it was easy for us to switch providers," Back said. *"In our performance tests, we found it to be a huge step up over Kurento. Our servers are running much more efficiently."*

By switching from an open source platform to a commercial SDK, talkevent also experienced the benefits of having a dedicated services team and a predictable release schedule.

"Frozen Mountain provided us with personalized service. Whenever we had a problem there was always someone available to help us and give us answers," said Back. *"With Frozen Mountain we found a partner with a stable product and regular updates and releases."*

Even more importantly, talkevent is now seeing better performance and their customers and end users are noticing the difference.

"The quality is better. We have less latency. Our customers are much happier," explained Back. *"That is the best measurement of success."*

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Frozen Mountain

Frozen Mountain provides cross-platform, Web Real-Time Communication (WebRTC) SDKs, server stacks and services that allow organizations to incorporate live video, voice, messaging and more into their applications. With 10+ years of experience and a passion for WebRTC innovation, we pride ourselves on providing our clients with the very best in real-time communications technology.