



Tram System levels up cloud-based communication services

The company combines a new, modern contact center service with its existing products in a powerful cloud platform

Case Study





Using Equinix Fabric® and Equinix data centers in Osaka and Tokyo, Tram System launched TramOneCloud CXi, a platform that provides end-to-end communication services.

Challenge

Tram System needed to integrate a new offering based on NICE CXone, a leading cloud-based contact center, with two existing services, creating a single comprehensive cloud platform that would also support its entry into international markets. This required robust and secure connectivity between NICE's network and Tram System's infrastructure across two locations in Japan, and a way to reach users beyond the country's borders.

Solution

Direct connectivity to service-provider partner

Equinix offered Tram System reliable, private, low-latency network connections to NICE CXone, the cloud platform that Tram System's new Cloud Contact Center Systems as a Service (CCaaS) solution is based on.

Dual-metro strategy

The ability to host its new cloud platform in Equinix data centers in two major Japanese metros ensures business continuity and a low-latency experience for users in the respective metros and their surrounding regions.

Connectivity for future growth

Access to Equinix Fabric enables future expansion for Tram System via connections to major cloud providers and global market reach.

Solution components

Equinix Tokyo and Osaka data centers

Data centers where customers interconnect with their partners, suppliers and users.

Equinix Metro Connect® and Fiber Connect

Fast, dedicated network links between customers in different Equinix data centers located in the same metro.

Equinix Campus Cross Connects

Fast, dedicated connections between Equinix customers in different Equinix data centers that are close to each other.

Equinix Fabric

Software-provisioned and managed private links to top clouds, SaaS providers, network operators and enterprises.

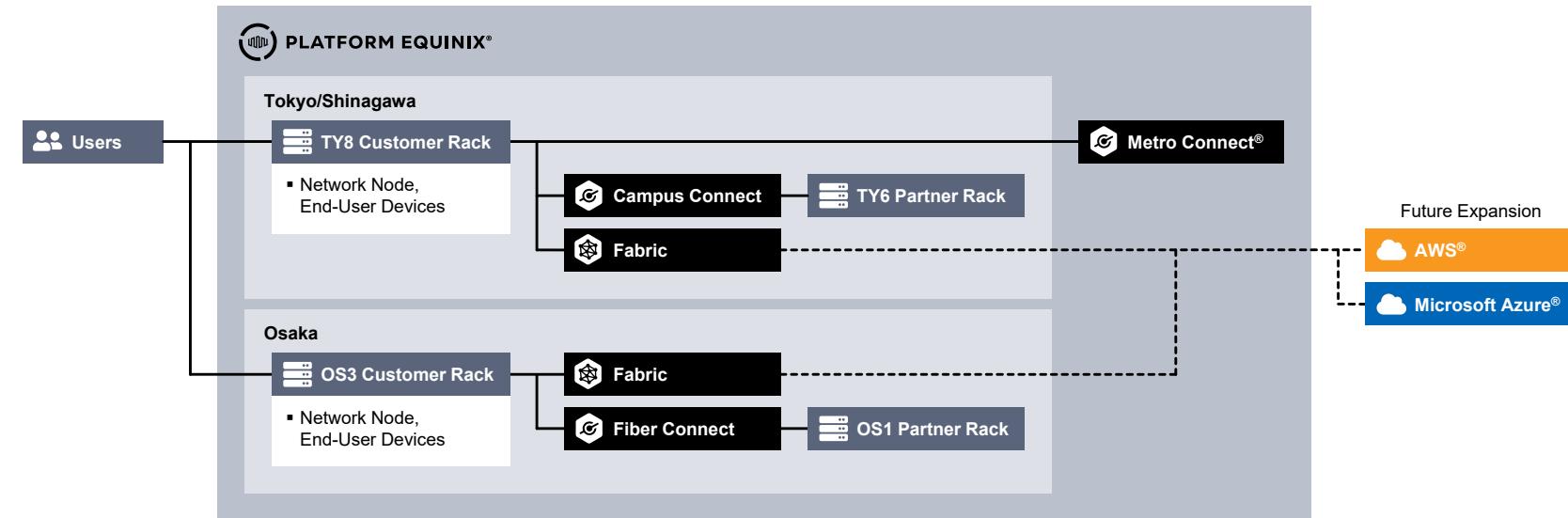
Benefits

Equinix provided the digital infrastructure for Tram System's new TramOneCloud CXi platform that combines market-leading NICE CXone CCaaS capabilities with Tram System's Voice as a Service and Unified Communications as a Service offerings. Direct connections between Tram System and NICE ensure high performance, reliability and security, while the dual-metro infrastructure strategy enables business continuity and low latency for end users.

Tram System can now provide cost-effective yet fully featured services to small and mid-size businesses. TramOneCloud CXI has already surpassed its initial business-acquisition target by more than 130%.

Access to Equinix Fabric gives Tram System the runway for future expansion. The company expects to add new SaaS features, such as interactive voice response, text conversion and generative AI; integrate Amazon Web Services® (AWS®) and Microsoft Azure® services; and potentially enter international markets.

Tram System using Platform Equinix



Tram System nodes in the TY8 Tokyo and OS3 Osaka data centers are connected directly to NICE nodes in both cities to ensure service continuity. The company plans to connect to two other cloud providers in the future using Equinix Fabric.

“Equinix met our requirements for expanding and improving the foundation and stability of our cloud services, as well as enabling easy interconnection with service partners.”

Mr. Yukihiro Kajita, President and CEO of Tram System Co., Ltd.

About Tram System

Tram System Co., Ltd. has been a provider of cloud-based voice communication services and infrastructure engineering since 2008. Tram System prides itself on its understanding of and agile response to customers' rapidly changing communication needs, offering customized and innovative solutions such as cloud PBX (UCaaS), cloud contact center systems (CCaaS) and cloud telephone line services (VaaS).

Tramsystem.co.jp

About Equinix

Equinix (Nasdaq: EQIX) is the world's digital infrastructure company®. Digital leaders harness Equinix's trusted platform to bring together and interconnect foundational infrastructure at software speed. Equinix enables organizations to access all the right places, partners and possibilities to scale with agility, speed the launch of digital services, deliver world-class experiences and multiply their value, while supporting their sustainability goals.

Equinix.com

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Learn how a digital infrastructure with direct network access to all the key clouds, networks and enterprises can help you optimize your cloud integration.

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Drive your future forward on Platform Equinix®

Platform Equinix is where digital businesses bring together all the right places, partners and possibilities to create the digital infrastructure they need to succeed. It's the trusted foundation for digital infrastructure, enabling businesses to innovate and create value through our digital ecosystem of tools, technologies and capabilities from the most valuable partners and communities in the world.

