



Company Profile

Established in 2010, Bizvoip PTY LTD is a dynamic company focused on software development and hosting, with a specialisation in large telephony solutions.



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Company Overview

Bizvoip, established in 2010 by Frans Schneider, has evolved from its roots in Asterisk, the pioneering open source software PBX, into a leader in telephony-focused software development and hosting. Frans, with a rich background in this field and instrumental roles in prominent companies like Telviva, E-bit Technologies, and Teleforge, brought his extensive experience to the foundation of Bizvoip. Originally a VoIP provider for high-volume clients, the company has significantly expanded its scope and expertise over the years.

In 2014, Bizvoip played a pivotal role in assisting a prominent telco to establish its own data virtual cluster and hosted PBX infrastructure at Teraco Isando. This milestone was soon followed by the expansion of the Bizvoip team with the recruitment of skilled software developers, further enhancing its capability to deploy advanced voice technology solutions.

Today, Bizvoip stands as a formidable entity in the realm of software development and hosting, specialising in equipping various organisations, especially software developers and large telecommunications companies, with cutting-edge voice technology. Among its notable past and current clients are VATIT, The Democratic Alliance, 3Way Group, OUTA, Teleforge, Futuresoft, Futurecall, Session Telecoms, and CCI, to name a few. This impressive client list highlights Bizvoip's commitment to excellence and its prominent position in the industry.

Mission and Vision Statements

At Bizvoip, our mission is to elevate the telephony sector through the development of superior telephony technology. We are committed to hosting our proprietary applications within our own cloud infrastructure, a strategic choice that enables us to offer cutting-edge, yet affordable technology solutions to businesses across South Africa. Our focus is on breaking down barriers to advanced telephony, ensuring that high-end technology is accessible to all, thereby empowering businesses to thrive in a digital landscape.

Our vision is to revolutionise the way modern businesses operate by unifying essential cloud technologies into a single, comprehensive platform. We aim to expand our hosting capabilities beyond the borders of South Africa, reaching out to an international clientele. This expansion is a step towards globalising our innovative solutions, thereby making a significant impact in the telephony and cloud technology sectors worldwide. Currently, we are in the developmental phase of an application that embodies this vision, with an anticipated alpha release scheduled for Q4 2024. This initiative marks a pivotal step in our journey towards becoming a global leader in integrated business technology solutions.

History and Milestones

2010

Bizvoip was founded by Frans Schneider, initially reselling VoIP minutes to high volume clients, especially call centres.

2011

Launches a consulting division and starts developing high-end, onsite office telephony solutions for large businesses.

2012

Expands services to include onsite call centre solutions.

2013

Establishes its own data centre and hypervisor cluster in Teraco Isando, offering hosted PBX and call centre solutions. Solutions now deployable onsite or in the cloud.

2014

Acquires first major client for building a hosted PBX cluster capable of 500x hosted PBX instances, enhancing hosting infrastructure and security.

2015

Forms a software development division, hiring first software developers and creating an application for managing VoIP prepaid credits across multiple PortaOne instances. Adds Automatic Voice Messaging (AVM) to its services, acquiring South Africa's largest AVM sender as a client.

2016

Adds managed virtual clusters to its offerings and forms partnerships for building dedicated virtual clusters. Hits a milestone of 30 million minutes per month.

2017

Enhances AVM services with analytics and partners with SA's leading data bureau to improve contactability of telephone numbers. Develops Numbar, a patented telephony data enrichment service.

2018

Develops a data analytics and reporting tool for large datasets, automating monitoring, fraud detection, detecting negative rating, billing of millions of minutes and offering the solution to other telcos.

2019

The software development division transitions to using GoLang, React and Freeswitch for its efficiency in large applications.

2020

Despite a 70% income loss due to Covid-19, Bizvoip maintains full salaries for all employees and begins research on blockchain technology.

2021

Starts development on ArchImedes, a platform for managing automated calls, adapting Freeswitch for use in the platform. Forms key partnership with Vodacom for routing 20 000 concurrent calls.

2022

Begins research on integrating AI as an additional layer in ArchImedes for an existing client's call centre platform.

2023

Assists the Democratic Alliance in redesigning their CRM, enhancing user interface and scalability, significantly improving operational capacity.

2024

ArchImedes enters beta version and routes 3000 concurrent calls for its AVM services.

2025

Development of the next ArchImedes module, Call Centre Telephony Via API, starts.

2026

ArchImedes migrated to new server hardware to increase its capacity to 50 000 concurrent calls.

Services

Bizvoip provides a diverse array of solutions addressing various telephony challenges, while also extending its expertise to related areas like hosting and software development. We pride ourselves on developing all applications in-house, ensuring robust quality and customization. For maximum reliability and uptime, these applications are self-hosted in Teraco, supported by a resilient dual network infrastructure.

- Office Telephony
 - Business class VoIP service
 - Feature rich Cloud, Hosted and Onsite PBX solutions
 - Premium PBX, custom built using the latest technologies.
- Call Centre Telephony
 - High throughput VoIP with optional mobile DIDs
 - Call centre solutions
 - Automatic Voice Messaging (AVM) solutions
 - ArchImedes
- Enterprise Telephony
 - Carrier grade VoIP up to 10 000 concurrent channels with optional mobile DIDs
 - PortaOne instances for resellers.
 - API Telephony Stack. For software developers to acquire telephony features within their own software.
- Hosting
 - Managed virtual clusters
 - Managed and rental servers
 - Financing
 - ISP (required for proper DDoS attack protection via BGP injection)
- Software Development
 - High throughput cloud software for a wide range of applications, not just telephony
- Consulting
 - Telephony
 - Software Development

Technology

Data Centre

Our data centre is meticulously designed to maximise throughput, stability, and uptime. This is accomplished by implementing a redundancy strategy, where all hardware components and network connections are duplicated. Such a setup ensures rapid resolution of any physical hardware or network connection failures.

Key features of our specialised data centre include:

- **BGP via Dual ISPs:** Utilising Border Gateway Protocol (BGP) through two separate Internet Service Providers enhances reliability and ensures continuous internet connectivity.
- **DDoS Protection (BGP based):** Our data centre is equipped with BGP-based DDoS protection to safeguard against distributed denial-of-service attacks, ensuring uninterrupted service.
- **LACP for Network Redundancy:** Link Aggregation Control Protocol (LACP) is employed for enhanced network redundancy, bolstering our network's resilience and performance.
- **Dual Supporting Utility Services:** We ensure redundancy in essential utility services, including power and cooling systems, backed up by generators and Uninterruptible Power Supplies (UPSs), to guarantee continuous operation.

At Bizvoip, we pride ourselves on peering with the leading ISPs in South Africa, offering our clients unparalleled 1:1 unshaped, uncapped international and local connectivity. This commitment to excellence in connectivity and infrastructure ensures our clients receive the best possible service and reliability, anywhere in the world.

Telephony

With full proficiency in Asterisk and Freeswitch, we possess extensive experience in building, hosting, and managing a wide range of telephony systems. Our expertise encompasses a variety of platforms, including FreePBX, Asterisk, Vicidial, FusionPBX, Freeswitch, 3CX, Microsoft Teams integrations and other open source and proprietary systems. This diverse skill set ensures we can cater to any telephony requirement with exceptional proficiency and reliability.

Software Development

At Bizvoip, we are committed to using only the finest technologies available for software development, ensuring the highest quality without compromising on cost or efficiency. We never cut corners or spare expenses in our pursuit of excellence. Our technology stack includes:

- **Asterisk and Freeswitch:** For robust and versatile telephony functionalities.
- **GoLang:** Offering high performance and efficiency in programming.
- **HTMX, React and React Native:** For building dynamic user interfaces and cross-platform mobile applications.
- **Next.js:** A framework for server-rendered or statically-exported React applications.
- **NATS:** A lightweight, high-performance messaging system for microservices architectures.
- **Redis and Dragonfly:** An in-memory database used as a distributed, in-memory key-value database, cache and message broker.
- **Elasticsearch:** A search engine that provides a distributed, multitenant-capable full-text search engine.
- **Temporal:** For reliable and scalable task scheduling and orchestration.

- **PostgreSQL:** A powerful, open-source object-relational database system.
- **CockroachDB:** A cloud-native SQL database for building, scaling, and managing modern, data-intensive applications.
- **Traefik:** A modern HTTP reverse proxy and load balancer.

Among others, these technologies form the backbone of our software development, enabling us to deliver cutting-edge, reliable, and scalable solutions.

Innovations

ArchImedes

A cutting-edge creation by Bizvoip, ArchImedes is a sophisticated platform designed for managing Automatic Voice Messaging (AVM) systems and other automated dialling applications. This innovation represents our commitment to enhancing communication efficiency and effectiveness.

Numbar

Developed by Bizvoip, Numbar is an advanced tool tailored for telephone number data analytics. It epitomises our dedication to harnessing data for improved telephony solutions and customer insights.

CRM Development

Currently, we are channelling our expertise into developing our own Customer Relationship Management (CRM) system. This initiative is not just about creating a robust CRM platform but also sets the stage for its evolution into a comprehensive, unified call centre platform. This development underscores our continuous endeavour to integrate and streamline communication solutions for businesses.

Market and Customer Segments

Bizvoip caters to a diverse range of clients, primarily focusing on medium to very large, forward-thinking organisations. Our core market segments include:

Telephony

We provide advanced solutions to companies seeking innovative telephony services, from robust call centre systems to sophisticated voice communication platforms.

Software Development

Our expertise extends to businesses requiring custom software development, especially those looking for specialised, high-performance telecommunication software solutions.

Hosting Services

We also serve clients in need of reliable and secure hosting services, offering them state-of-the-art data centre facilities and hosting solutions tailored to their specific requirements.

Our clientele comprises progressive companies that value cutting-edge technology and seek partners who can provide comprehensive, future-proof solutions in telephony, software development, and hosting.

Management and Leadership Team

Frans Schneider - CEO

- **Background:** Frans Schneider is a seasoned professional with a deep technical background, having served as a key team member and CTO in multiple telephony companies. He is among the first Asterisk certified professionals in Africa.
- **Contributions:** Frans founded Bizvoip in 2010, driven by his passion for building superior software. He has successfully developed over 1000 bespoke telephony solutions throughout his career, showcasing his expertise and commitment to innovation in the field.

Ryan Purchase - Chief Software Development Officer (CSDO)

- **Experience:** Ryan Purchase is a trailblazer in the software development realm, with a history of leading significant projects at well-known companies, including ABSA.
- **Skills:** As a full-stack developer and architect, Ryan possesses a remarkable ability to create any software application, making him an invaluable asset to the Bizvoip team. His expertise and versatile skill set have contributed immensely to the company's growth and technological advancements.

Keryn Seyffert - Chief Technology Officer (CTO)

- **Qualifications:** A qualified electrical engineer with a profound passion for building and innovation.
- **Journey:** Keryn's introduction to the world of Linux and open-source telephony began shortly after university. His journey in this field has been marked by continuous growth and a never-ending thirst for knowledge.

- **Expertise:** As a certified IP network specialist and hypervisor expert, Keryn is recognized for his technical mastery. His remarkable ability to adopt and integrate new technologies has been pivotal in keeping Bizvoip at the forefront of technological advancements.

This formidable leadership team at Bizvoip combines technical brilliance, innovative thinking, and a deep understanding of the telephony and software development landscape, driving the company towards continued success and technological leadership.

Corporate Social Responsibility and Sustainability

At Bizvoip, we are deeply committed to fostering a healthy, balanced work culture that prioritises the well-being of our employees. We believe in empowering our team members with the flexibility and trust to manage their work-life balance effectively. This approach is reflected in our policies:

- **Work-Life Balance:** We encourage our employees to lead fulfilling lives outside of work, ensuring they are not overburdened with excessive workloads.
- **Flexible Working Arrangements:** Our team operates without the constraints of time sheets or leave forms, emphasising accountability and results over rigid schedules.
- **Employee Support:** We provide support through initiatives like interest-free loans, reflecting our commitment to the financial well-being and overall happiness of our staff.

In addition to our internal initiatives, Bizvoip is dedicated to supporting the broader community, particularly non-profit organisations. Our commitment to corporate social responsibility includes:

- **Support for Non-Profits:** We offer completely free telephony services to multiple non-profit organisations, aiding them in their valuable work and ensuring they have the necessary tools to communicate effectively.
- **Community Assistance:** Bizvoip is always ready to assist anyone with serious telephony needs, demonstrating our commitment to using our expertise for the greater good.

Our approach to corporate social responsibility and sustainability is rooted in a belief that a healthy, happy team and a commitment to community support are key to creating a successful, sustainable business.

Financial Overview

Bizvoip stands as a testament to resilience and adaptability in the face of challenges. Despite the significant impacts of the Covid-19 pandemic, which led to the unfortunate closure of many of our clients' businesses, we have successfully navigated through these turbulent times.

Growth Amidst Adversity

Our response to the pandemic was not just about survival; it was about finding new opportunities for growth and innovation. We adapted our business strategies and services to meet the changing needs of the market, enabling us to not only recover but also to reach new heights.

Financial Health

The company remains financially healthy, with steady growth indicators. Our adaptability during the pandemic has contributed to a solid financial foundation, positioning us for continued success and expansion in the future.

Looking Forward

As we move forward, Bizvoip is focused on leveraging our strengths and the lessons learned during this period to further grow and diversify our services, ensuring long-term sustainability and success.

Our financial resilience during a period of global economic uncertainty underscores our commitment to excellence, innovation, and the continuous pursuit of growth opportunities.

Strategic Partnerships and Alliances

Bizvoip has established a strong network of strategic partnerships and alliances, both locally and internationally, that play a pivotal role in our growth and expansion strategy.

Local Telco Partnerships

In South Africa, we have formed strategic alliances with seven major telecommunications companies. These partnerships are instrumental in enhancing our service offerings and expanding our reach within the country.

African Outreach

Beyond our home borders, we have extended our services to other African nations. These partnerships facilitate the delivery of telephony services directly from South Africa to these countries, significantly bolstering our presence in the African telecommunications market, currently servicing clients in Botswana, Kenya, Namibia, Nigeria, Uganda and Zambia.

Global Collaborations

Our strategic alliances are not confined to Africa. We have successfully established partnerships with entities in Spain, Israel, China, Australia, and Singapore. These

international collaborations not only diversify our portfolio but also enrich our global market understanding and service capabilities.

These strategic partnerships and alliances reflect our commitment to building strong, mutually beneficial relationships across the globe. They enable us to leverage a wide range of expertise, technologies, and market opportunities, thereby reinforcing our position as a leading player in the telephony and communications industry.

Accreditations, Certifications, and Awards

At Bizvoip, we hold a firm belief that the true measure of our success is reflected in the satisfaction and positive feedback of our clients. Our approach to recognition is rooted in the real-world impact and value we bring to those we serve.

Client-Centric Recognition

We focus on earning accolades directly from our clients through exceptional service and innovative solutions. The appreciation and commendations we receive from them are our most valued rewards.

Testimonials as Endorsements

Instead of pursuing traditional awards, we let our clients' experiences speak for us. We invite you to explore the testimonials on our website at bizvoip.co.za to understand the difference we make in their businesses.

Quality of Service

Our commitment to excellence is unwavering, and while we may not chase formal awards, our standards align with leading industry practices. This ensures that every solution we provide is not just innovative but also reliable and effective.

Future Outlook and Plans

At Bizvoip, we are on a transformative journey to revolutionise the way businesses and call centres operate. Our ambitious plan involves creating a unified digital ecosystem that integrates various technologies essential for business operations. This comprehensive platform will seamlessly combine Email, Messaging, Telephony, Power Dialing, CRM, Automation, Workflows, Analytics and more into a single, multi-tenant application.

Progress So Far

We have already achieved a significant milestone in this journey by completing the telephony portion of this ambitious project in 2023. This accomplishment marks a crucial step towards our ultimate goal.

Looking Ahead

The next phase of our journey focuses on integrating additional components into this unified platform. Our aim is to provide a solution that not only simplifies, but also enhances the efficiency and effectiveness of business communication and management processes.

Ultimate Goal

Our vision is to offer a solution where all business communication and management tools are accessible in one place, making operations smoother, more efficient, and more interconnected. This will be particularly transformative for call centres, enabling them to manage all aspects of their operations through a single interface.

Our commitment to this vision drives our innovation and development efforts. We are excited about the future possibilities this integrated platform will bring to our clients, helping them to streamline their operations and achieve greater success.

Contact Information

Despite Bizvoip's decentralised structure, without a physical office, we maintain a strong and accessible presence across South Africa. We are committed to staying connected with our clients and partners through various channels.

Telephone Contact

You can easily reach us at one of the most memorable telephone numbers: 0876543210. Our team is available to assist with any inquiries or support you may need.

Email Communication

Depending on your specific needs or queries, you can contact us via email.

- For sales-related inquiries, reach out to sales@bizvoip.co.za.
- If you require support, email us at support@bizvoip.co.za.
- For account and billing information, please use accounts@bizvoip.co.za.

Nationwide Presence

Our operational model allows us to have a dynamic presence throughout South Africa, ensuring we are always close to our clients despite not having a physical office location.

We value open and prompt communication and are dedicated to providing timely and effective responses to all your queries and needs.