



Use case —

# Backspace Technologies

Backspace Technologies improves real-time BGP anomalies detection to ensure better network performance with Qrator.Radar

**Backspace Technologies** is a market leading wholesale VOICE and APN solutions provider in South Africa. With a key focus on resellers, Backspace offers marketleading solutions providing the following benefits: wholesale voice at competitive market rates, LTE based hardware, fully managed cloud PABX including options for 3CX Mobile App, Call Recording, APN last mile connectivity and more.

**Backspace** was born out of the need to create opportunities for up and coming as well as establish businesses in South Africa. Company's products are created to work as both a bolt on and as a standalone telecommunication offering to existing or new customers.

**Backspace** supports businesses in development of the telecommunication sector in South Africa and provides infrastructure for resellers to support and bill their customers accurately and efficiently.

# Challenges



When it comes to VoIP and APN connections, it is incredibly important to provide customers with advanced connected networks that are fully managed and redundant across multiple network providers and geographical locations.

If the Internet transit is unstable, routing anomalies may occur affecting network latency (RTT), causing equipment failures, traffic losses, network unavailability due to invalid route filtering and even cyber-attacks.

# Solution



In 2020 **Backspace** came to **Qrator Labs** in need of real-time BGP anomalies detection and better network performance and settled on **Qrator.Radar**, a global network anomalies monitoring system and the world's largest traffic data collector.

The **Backspace** IT team needed to track all global network anomalies happening within their network caused both by errors in the network equipment configuration and cyber-criminals attacks. Utilizing **Qrator.**

**Radar** as a professional monitoring tool functioning at the cross-domain routing level, **Backspace** has the opportunity to detect external network anomalies and recognize their conditions and consequences in real-time. Routing data provided by **Qrator.Radar** helps to

find where routing changes would affect performance and take proactive steps ensuring a highly available network service and optimal digital experience for customers.

BGP route monitoring and routing data from major global ISPs make it easy to see peering changes, route leaks, BGP hijacks which can lead to potential DoS incidents and deterioration of service quality.

# Experience



“Telecommunication services, including VoIP, APN connection are likely to get affected by route fluctuations and network disturbances that can adversely impact the user experience. It is essential for us to provide our customers with the highest level of connection so we are always searching for potential issues that may degrade the communication quality and **Qrator.Radar** helps us keep a finger on the pulse of the Internet routing. It captures several thousand routing incidents worldwide every day and extracts major ones for our autonomous system. It provides us with the possibility to track BGP changes, diagnose route flaps, peering issues occurring in our network and understand reachability of our Autonomous System for faster BGP troubleshooting”, said **Willem van Zyl**, **Backspace Technologies**.



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