

Rakuten Viber

Industry

- Internet Software

Solutions



Managed DNS



Dedicated DNS

Connectivity to Power Billions of Users

Viber empowers over one billion people's communication worldwide, providing high-quality audio and video calls, messaging, and other support no matter who they are or where they are from. For the DevOps team, delivering on this promise is no easy task.

To support end users, Amir Ish-Shalom, Sr. Director of Operations, and Chief Architect at Rakuten Viber and his team require fast, agile, and flexible solutions to integrate within the overall infrastructure. But as the DNS landscape evolved, existing products posed challenges for meeting Viber's end user requirements. The DevOps team quickly identified the need for:

- Automation
- Improved performance
- Network resiliency

Delivering with Zero Downtime

When evaluating solutions for DNS, Ish-Shalom and his team identified a few key features to meet their needs. Ultimately, the decision to choose NS1 came down to:

- NS1 filter chain technology for dynamic records
- API flexibility for automation initiatives
- Redundant network with NS1 Dedicated DNS

Viber quickly took steps to start their NS1 migration. When asked about the migration experience, Ish-Shalom says, "We didn't have any challenges, we tested all of the features we needed to use within a dev environment. Customer success was always available to answer questions, and support did the right series of checks. Our overall migration happened with 0 downtime over the course of 72 hours because of DNS TTL."

Results

Improved End User Experience

Mobile carriers across Eastern Europe partner with Viber as part of the Viber Zero Rate project to deliver free services to their subscribers. As part of the program, Viber uses NS1 filter chains to steer traffic to static IP addresses. NS1 ensures traffic is routed to the right place and delivers the best end-user experience for the consumer.

Modernize Infrastructure

Viber's infrastructure is highly automated, the speed and flexibility of NS1's API coupled with NS1's advanced traffic steering leaves the team able to focus on innovation and not on manual tasks. Ish-Shalom noted, "NS1 was simple to use, deploy, and leverage. It was even better than we expected."

Ensure Business Reliability

The DevOps team's main initiative is delivering the best product to Viber users – Viber deployed NS1's Dedicated DNS as a secondary network to guarantee availability for customers.

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Amir Ish-Shalom
Sr. Director of Operations, Chief Architect

About NS1

NS1 optimizes delivery of the world's most critical internet and enterprise applications. Only NS1's platform is built on a modern API-first architecture that acts on real-time data and grows more powerful in complex environments, transforming DNS, DHCP, and IP Address Management (IPAM) into an intelligent, efficient, and automated system. NS1's technology drives dramatic gains in IT efficiency and application performance, reliability, and security for the largest global enterprises, including Salesforce, LinkedIn, Dropbox, Nielsen, Pitney Bowes, Squarespace, Pandora and The Guardian.