



**VyOS**  
Networks

# textnow

**/** VYOS SUCCESS STORY

## **Partner-Ready VPN Connectivity at Scale: How TextNow Uses VyOS to Build Flexible Messaging Interconnects**

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## Customer Overview

TextNow is a pioneer in providing free wireless service and mobile app-based communication. To maintain its global messaging ecosystem, **TextNow requires robust, secure network connectivity** with a diverse array of messaging partners. **VyOS underpins this layer**, bringing up IPsec VPN tunnels, supporting on-prem deployments, and handling NAT as part of the standard partner interconnect toolkit.

## The Challenge

TextNow's connectivity model depends on predictable, secure tunnels to multiple messaging partners. That sounds simple until you deal with real-world partner variability. The team faced three recurring pain points:

- **Lack of Customization:** Difficulty in implementing bespoke failover logic and specialized routing scripts.
- **Partner Compatibility:** The need to accommodate varying protocols and requirements from a wide range of messaging partner companies.
- **Operational Rigidity:** Proprietary hardware prevented the team from "looking under the hood" to optimize performance or automate management via custom scripts.



## Why VyOS

VyOS won because it behaved like infrastructure, not a locked appliance. The deciding factors were:

- **Open-Source Flexibility:** The ability to run custom scripts directly on the OS to manage VPN states and automate failover.
- **Protocol Support:** Comprehensive support for IPsec VPN and NAT, essential for both on-premise and partner-facing connectivity.
- **Proven Reliability:** A stable platform that could handle critical messaging traffic without the "vendor lock-in" tax.
- **Expert Support:** Access to a responsive support team that provided technical guidance during the initial architectural setup.

## Implementation

TextNow deployed VyOS to initiate VPN connectivity with messaging partners and to support on-prem scenarios using IPsec VPN and NAT. To make operations smoother and reduce manual intervention, they extended VyOS with custom scripts that:



- Manage VPN lifecycle tasks (bring-up, monitoring, and handling tunnel behavior consistently)
- Support failover workflows so connectivity stays resilient when conditions change
- Standardize repeatable partner onboarding while still allowing per-partner adjustments

This approach let them keep a stable core configuration, while layering automation where their environment demanded it.

## Results

With VyOS in place, TextNow improved control and adaptability across partner networking:

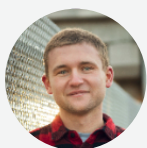
- **Faster accommodation of partner requirements** through flexible protocol and configuration options
- **More resilient VPN operations** with scripted handling and failover logic
- **Less dependency on vendor limitations** and more ability to solve edge cases internally
- **Smoother setup** with effective support during implementation

## Operational and Cost Impact

VyOS gave TextNow a more operator-friendly model:

- Transparent configuration and troubleshooting
- The ability to extend behavior safely with scripting
- A platform that supports customization without turning exceptions into vendor escalations

In short: fewer dead ends, more control.



*VyOS's open-source nature allows us to use custom scripts for VPN management, overcoming the rigidity of other providers. I have recommended it to colleagues due to its flexibility and growing feature set.*

– Scott Krzyzowski, Sr. Site Reliability Engineer, TextNow

