

NIKSUN**NetVoice®****Managing the Availability and Reliability of VoIP Systems**

Monitor each and every VoIP flow on the network in real-time



Ensure highest levels of quality and availability of VoIP devices and applications



Measure and analyze per-call CDRs, QoS and QoE metrics of VoIP applications and services in real-time



Compare media traffic with data traffic for true network insight



Option to replay VoIP calls and video sessions for lawful intercept, call center/service assessments, auditing, etc.

Features & Benefits

- ⊙ Measure and analyze per-call CDRs, QoS and QoE metrics of VoIP applications and services in real-time
- ⊙ Reduce mean-time to identify, analyze and resolve root-cause
- ⊙ Replace manual troubleshooting processes with proactive discovery, classification and analysis of diverse voice and video protocols
- ⊙ Option to replay voice and video sessions
- ⊙ Actionable business reporting in multiple time-scales (from sub-seconds to months)
- ⊙ Drill-down to packet-level information
- ⊙ Compare media traffic with data traffic for true insight
- ⊙ Option of dynamic, customizable dashboards that reflect moment-to-moment quality of distributed services
- ⊙ Plug & Play device with minimal deployment, training and no network downtime
- ⊙ Intuitive web-based interface

In order to ensure uninterrupted availability of VoIP infrastructure for key business requirements it is absolutely essential to have constant visibility into enterprise-wide VoIP installations. It is crucial to maintain both long-term and real-time network insight to verify if VoIP systems are continuously as reliable and available as the legacy systems they replaced.

Challenge

The dynamic nature and interdependence of diverse technologies in converged networks necessitates that the administration of VoIP infrastructure be two-fold. On one hand, it is necessary to be aware of performance-impacting incidents as they occur so appropriate corrective measures may be initiated as soon as possible. On the other, it is equally important to maintain a historic and contextual perspective of the VoIP network, as it exists within the larger enterprise network, for strategic trending, long-term optimization and implementation of corrective change. This dual approach to overseeing and administering VoIP systems is critical to define, deploy and maintain a cost effective balance of network resources needed to support converged networks and ensure performance and reliability requisites of VoIP infrastructure.

Solution

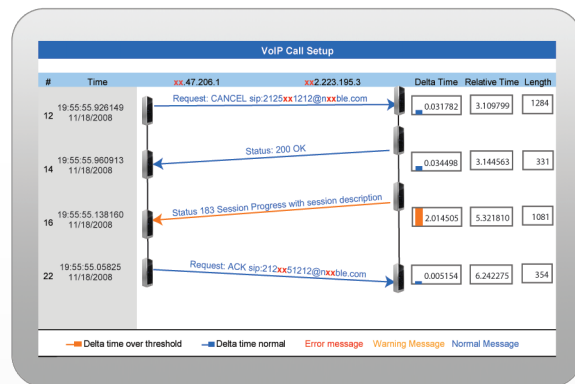
NIKSUN's NetVoice establishes a dual approach to overseeing and administering VoIP systems. By facilitating both long-term network knowledge for planning, trending, optimization and real-time insight for operational problem solving, NetVoice helps organizations to define, deploy and maintain a cost effective balance of network resources needed to support the diverse technologies in converged networks and ensure the performance and integrity of VoIP infrastructure.

How it Works

NetVoice leverages NIKSUN's patented technology to monitor and map high variability phenomena in converged network environments that contribute to the degradation of VoIP quality. It surveys, measures, analyzes and reports on the performance and

availability of VoIP systems on multiple time-scales (from microseconds to months). The ability to produce actionable insight within a variety of time frames positions NetVoice as a necessary solution that caters to the business needs of both senior management and supporting staff. NetVoice assists in ensuring that VoIP implementations maintain the reliability and availability of the legacy systems they replaced, while remaining cost effective, in the following ways:

- NetVoice captures and can store full VoIP packet information for extended periods of time, extract key metrics/trends in converged environments and represent them in reports to explicate how changes in the VoIP network affect the larger enterprise network and vice versa.
- NetVoice eliminates the manual element in troubleshooting by providing all relevant statistical and packet information on a per call basis (MOS, jitter, delay, loss, CDR, QoE etc.), minimizing mean time to discover and resolve root-cause of VoIP incidents.
- NetVoice improves operational processes by facilitating real-time, moment-to-moment awareness of the availability of VoIP specific services and applications, with granular views down to microseconds.
- Historic reporting (spanning months) assists the decision-making involved in long-term planning, trending, optimization, change control, consolidation and growth.
- NetVoice provides the option to record and playback all voice and video sessions on the network for lawful intercept, call-center/service assessments, auditing, etc.
- NetVoice integrates with NIKSUN's Enterprise Solution to aggregate VoIP data from all globally distributed VoIP devices and applications on customizable web-based dashboards to reflect the dynamically changing status of VoIP infrastructure.



Call Setup Details

Technical Information

Network Interfaces supported (Full Duplex, Half Duplex): 10GigE, Ethernet (10/100/1000 Mbps copper/fiber), T3/E3, POS, ATM at OC-3, OC-12, OC-48 (scrambled and unscrambled), ATM over DS3, MPLS

Protocols Supported: SCCP, SIP, H.323, MGCP/NCS/MEGACO

Codecs Supported: All major audio and video codecs supported, such as:

- **Video:** JPEG (420, 422, 444), H.261, H.263
- **Audio:** G.711 (U-law, A-law), G.723, GSM, MPEG Layer I/II, G.729

Form Factors: NetVoice is available as a plug & play 1U or 2U appliance for 24x7x365 monitoring.



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About NIKSUN: NIKSUN is the premier provider of patented multi-timescale network and security monitoring and real-time analysis solutions that identify, alert, analyze and report on incidents that impact performance, security, compliance applications and services. NIKSUN's NetOmni Suite is the only technology available today that offers large organizations the ability to consolidate views into globally distributed high-speed converged networks according to user responsibilities. NIKSUN empowers organizations to make fast, accurate decisions that assure network performance, security and compliance goals are met and data integrity is protected.

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