NetVoice®

Managing the availability and reliability of VoIP systems

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 VoIP issues*

» *Replace manual troubleshooting processes with proactive discovery, classification and analysis of diverse voice protocols*

» *Option to replay voice sessions*

» *Actionable business reporting in multiple timescales (from subseconds to months)*

» *Drill-down to packet-level information*

» *Compare media traffic with data traffic for true insight*

» *Dynamic, customizable dashboards that reflect moment-to-moment quality of distributed services*

» *Plug-and-play device with minimal deployment, training and no network downtime*

» *Intuitive web-based interface*

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

Challenge

The quality of a user's communication (internal or external) experience is directly attributed to a business or service provider's reputation, revenue and brand. To improve customer engagement and optimize employee skills, businesses are migrating to an IP infrastructure that allows voice, video and multimedia communication to coexist on a common communication infrastructure. As businesses migrate away from traditional single-function phones (end-devices) to a more open multi-function and multimedia "bring your own device" (BYOD) paradigm, the complexity of monitoring the quality of each user experience and overall quality of service can be a formidable task without the appropriate tools. Compound this with globally dispersed operations interconnected by multiple service provider networks using diverse technologies to interconnect your operations. When operated optimally, the new IP infrastructure is capable of providing operational efficiency and reduced cost for a common infrastructure for creative business solutions – conversely, when performing sub-optimally it can whither away into an unmanageable restrictive competitive disadvantage for the business.

Solution

NetVoice is the essential tool to monitor and maintain the optimal network operation of your business communications infrastructure. The solution monitors and alerts when abnormal behavior or network deterioration occurs and provides the essential management and trending reports (periodic or on-demand) to plan for future network needs. Globally dispersed operations monitored by NetVoice can be centrally managed and maintained, using the NIKSUN NetOmni™ platform. Operators can monitor individual sites or gather traffic statistics across all monitored sites. Role-based access control ensures secured access to data. Leveraging NIKSUN's patented technologies, NetVoice uniquely differentiates itself from the market by allowing network operators and businesses to investigate historical events, trends and re-play communication as needed for business integrity.

How NetVoice Works

NetVoice leverages NIKSUN's patented technology to create a rich set of metadata in real-time at data rates up to 100Gbps and higher with a raw packet store. By leveraging the metadata to monitor and analyze real-time or historical events, trends or to conduct threshold analysis, NetVoice delivers exceptional mean-time-to-resolution (MTTR) to customers. NetVoice assists in ensuring that VoIP implementations maintain the targeted reliability and availability metrics. The solution supports alarms and alert notifications when user-defined thresholds are violated.

Analytics coupled with the ability to produce actionable insight within a variety of timeframes positions NetVoice as a necessary solution that caters to the business needs of both senior management and operational staff for monitoring, maintaining and planning infrastructure needs.

» NetVoice is a modular solution that captures and stores VoIP diagnostic information for extended periods of time, extracts key metrics/trends in converged environments, and represents them in reports. These can be analyzed by management to understand 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 the mean-time to discover and resolve root-cause of VoIP incidents. Tools, like color-coded multi-stage bounce diagrams, provide visual diagnostics of delay experienced in the network.

» 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.

» The solution has the option to record and playback voice sessions on the network for lawful intercept, call-center/service assessments, auditing, etc.

» When integrated with NetOmni (NIKSUN's enterprise integration solution), multiple geo-dispersed site traffic (call volumes, applications and call statistics) can be monitored and utilized from a central location.

» Complete end-to-end bounce diagrams visualize inter-site traffic.
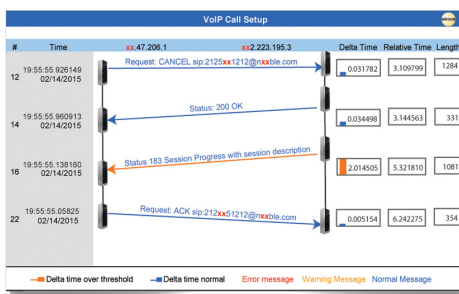
Call setup details

Technical Information

Typical Network Interfaces supported (Full-duplex, Half-duplex): 1GigE (copper/fiber), 10GigE (fiber), or 20/40/60/80/100GigE (fiber)

Protocols Supported: All major protocols are supported. For more variants, please contact NIKSUN's Systems Engineering Organization.

Codecs Supported: All major codecs are supported. Please contact NIKSUN's Systems Engineering Organization for more information.

Integration: *Authentication* - TACACS+, RADIUS, LDAP and Active Directory. All NIKSUN products integrate with NIKSUN NetOmni Full Suite for enterprise-wide aggregation, reporting and visualization.

Package Availability: NetVoice is available as an optional package on NIKSUN NetVCR® and NetDetector® products.

Interested in learning more?

For more information, please visit us online at *niksun.com*.

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