



NetVoice[®]

Managing the availability and reliability of VoIP systems

Features & Benefits

- » *Offer rich standardized QoS and QoE performance metrics*
- » *Measure and analyze per-call CDRs, QoS, and QoE metrics of VoIP applications and services in real-time*
- » *Real-time alerts of various QoS metrics replacing manual troubleshooting processes with proactive discovery, classification, and analysis VoIP protocols*
- » *Rich Executive dashboards and comprehensive reports for automated and optimized workflows*
- » *Reduce mean-time to identify, analyze, and resolve VoIP issues*
- » *Take action based on business reporting in multiple timescales (from sub-seconds to months)*
- » *Drill-down to packet-level information*
- » *Compare media traffic with control traffic for true insight*
- » *Monitor moment-to-moment quality of distributed services with dynamic, customizable dashboards*
- » *Plug-and-play device with minimal deployment, training, and no network downtime*
- » *Intuitive web-based interface*

To ensure the 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 insights to verify that VoIP systems are continually available and operationally reliable.

Challenge

VoIP has become widely used by all kinds of consumers, ranging from computer enthusiasts to full-scale enterprise, educational, and government organizations. VoIP technology significantly reduces communication costs. However, achieving and maintaining call quality comparable with PSTN carrier networks is another matter.

When operating optimally, VoIP network infrastructure can provide operational efficiency and cost savings. However, there are numerous potential problems that may arise because of compatibility or networking problems that could jeopardize internal or external communication experiences. Historically, “Throwing bandwidth at the problem” has been the panacea despite coming at a significant cost. With these shortfalls in mind, a better, cost-effective, and more long-term solution was inevitable.

Solution

NIKSUN NetVoice is the essential tool to monitor and maintain optimal network operation of your VoIP infrastructure. The NIKSUN solution monitors the network and alerts the administrator when abnormal network behavior or deterioration occurs, providing 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, while role-based access control ensures secured access to data only by those who need it. Leveraging NIKSUN’s patented technologies, NetVoice uniquely differentiates itself from the market by allowing network operators and organizations to investigate historical events and trends, and replay 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 of 100Gbps and higher with raw packet storage. By leveraging NIKSUN’s network metadata to monitor and analyze real-time or historical events, trends, or thresholds, NetVoice delivers exceptional Mean Time to Resolution (MTTR) to customers. NetVoice assists in ensuring that VoIP implementations maintain the targeted reliability and availability

