



UTA assures high quality VoIP service with VOIPFUTURE's RTP Monitoring

Customer Benefits

- Provides continuous optimization of the VoIP network configuration
- Ensures stable and efficient operation of VoIP service
- Allows the comparison of service level targets (SLA compliance) with the actually measured results
- Performance KPIs used by internal team and external partners for continuous service optimization

» We want to assure consistent high-quality voice. With VOIPFUTURE we control and improve our voice quality. From the moment we installed the system we have been able to control the quality provided to us by our service provider. RTP Monitoring helps us to reduce the organizational reaction time to voice related issues. «

Olaf Schneider, CIO UTA

The Business Problem

Voice over IP (VoIP) is becoming the dominating technology in today's communications for organizations of all sizes. As with any new technology, VoIP is followed by challenges; for Voice over IP deployments it is an especially difficult task to maintain an acceptable level of voice quality.

The dynamic behavior of multiple applications running in the same IP environment can easily impact a voice call or service on a temporary basis. The organization needs new know-how and tools to successfully operate its own voice network.

Impairment to voice quality may be caused by a variety of factors and dimensions. Network elements, subscriber equipment or your carrier can impact your voice quality.

UNION TANK Eckstein migrated to a state-of-the-art voice solution throughout their organization. Between the branch offices IP connectivity is provided by a leading German service provider.

UTA's intent is to assure consistent, high quality voice service. According to UTA the following functionality is required:

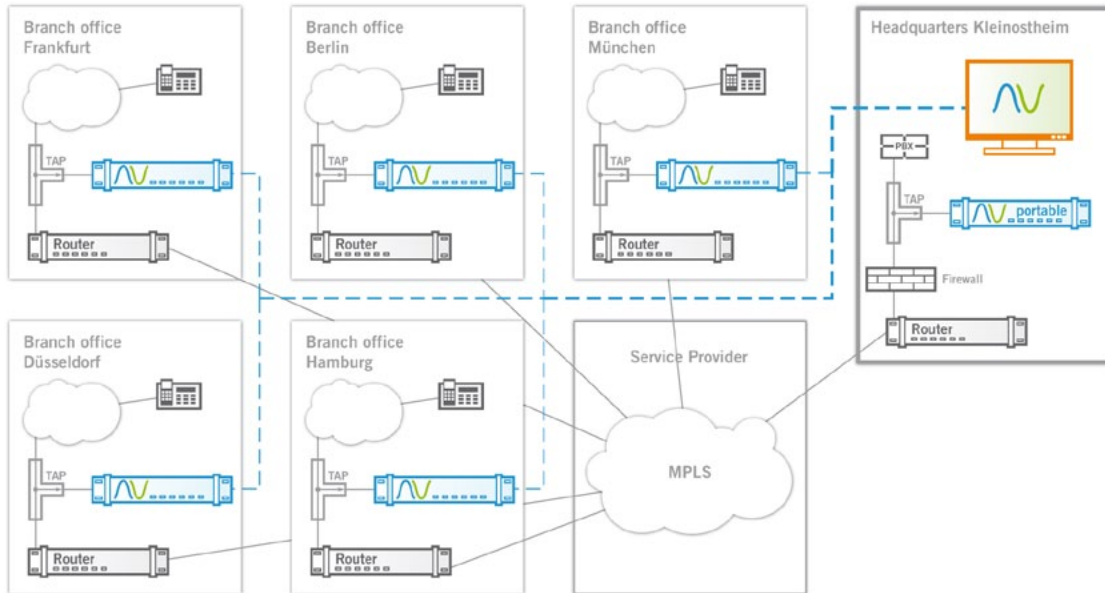
- Monitor and identify degraded voice quality
- Visualize and optimize network performance
- Control the performance of their service provider
- Reduce reaction time and improve troubleshooting capabilities
- Ensure privacy protection

The solution

Live traffic RTP Monitoring provides insight into network performance and accordingly what the user experienced during the call. The dynamic nature of IP networks means that the quality of each call is constantly variable. To track voice quality IP network performance has to be continuously assessed in terms of service delivery.

This makes RTP Monitoring from acceptance throughout the deployment essential for the new voice service. VOIPFUTURE Smart RTP Monitoring Probes monitor RTP traffic to evaluate network performance and user experience. The output data is used for troubleshooting and network optimization. VOIPFUTURE probes monitor the actual service level and compare it with organizational voice service quality objectives.





UTA has installed one probe at each branch office in order to obtain the network-wide health status of their VoIP service.

About UTA

UNION TANK Eckstein GmbH & Co. KG, UTA, is one of the leading service card issuer in the European commercial road transport sector.

With the UTA Full Service Card many vehicle-related expenses can be paid cash-free, e.g. fuel services, tunnel, toll and ferry charges, repair, 24h emergency service and much more.

The UTA Full Service Card is valid at over 43,000 points of acceptance in 38 European countries.

About VOIPFUTURE

VOIPFUTURE is the leading provider of RTP Monitoring as a standard network solution.

Live traffic RTP Monitoring provides insight into customer experience and network performance of voice services in IP networks.

VOIPFUTURE delivers leading edge technology to monitor and evaluate voice quality in Next Generation Networks. The products are characterized by performance, precision and vendor independence.

Our solutions offered to carriers, enterprises and system integrators open up a new dimension in the efficient operation of VoIP networks.

[Secure your VoIP future with VOIPFUTURE.](#)

VOIPFUTURE was founded early 2007 in Hamburg, Germany by former Siemens employees (spin-off) and is supported by Hasso Plattner Ventures.

VOIPFUTURE

Wendenstrasse 4
20097 Hamburg
Germany

Phone: +49 40 688 900 10
Email: info@voipfuture.com
Web: www.voipfuture.com
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